

From: Joe Britt
To: Beaver, Ebony K. - Procurement Services
Subject: RE: Response to RFP No. B180003244: - Richmond Police Department Records Management System
Date: Monday, November 26, 2018 5:50:52 PM

Thank you for the contact on this issue. The RFP response submitted by Computer Square Inc. (dba CSI Technology Group) did NOT contain any proprietary information. Therefore there was no additional, redacted version of the response to be submitted.

Joe Britt, Sr. Vice President
CSI Technology Group
jbritt@csitech.com; (732) 346-0200

From: Beaver, Ebony K. - Procurement Services <Ebony.Beaver@richmondgov.com>
Sent: Monday, November 26, 2018 11:42 AM
To: Beaver, Ebony K. - Procurement Services <Ebony.Beaver@richmondgov.com>
Subject: Response to RFP No. B180003244: - Richmond Police Department Records Management System

Good Morning –

We have received a Freedom of Information Act (FOIA) request in regards to this Request for Proposal (RFP).

Page 26 of the above-noted RFP outlines the requirements for proposals containing proprietary information and what is subject to FOIA:

2.7.3 Proprietary Information. Pursuant to City Code § 21-5(f) (Va. Code § 2.2-4342(F)), trade secrets or proprietary information submitted by an Offeror in connection with this procurement transaction shall not be subject to the Virginia Freedom of Information Act, provided that the Offeror (i) invokes the protections of section 21-5 of the Code of the City of Richmond prior to or upon submission of the data or other materials, (ii) identifies the data or other materials to be protected, and (iii) states the reasons why protection is necessary. Classifying aspects of the proposal that are not trade secrets or proprietary is cause for the City to reject the proposal. Budgets and price quotations are considered public information in proposals submitted to the City. Classifying budgets and price quotations as “proprietary” or “confidential” is cause for the City to reject the proposal.

The RFP requires submission of an electronic redacted copy of your proposal response:

(page 14) 3.0 Proposal Contents.

The proposal must include all of the information set forth in this section and be organized as set forth in this section. In addition to the original, the Offeror shall submit (i) **six (6)** complete, bound paper copies of its proposal and (ii) **one (1)** electronic copy in a portable document format readable by the Adobe Reader program and in a Microsoft Word format that can be searched and edited. If the Offeror's proposal contains proprietary or confidential information, or trade secrets, the Offeror **must submit one (1) additional redacted electronic copy.**



Response to RFP #B180003244

RPD Records Management System



PRESENTED BY



CSI TECHNOLOGY GROUP
330 MAC LANE, KEASBEY, NJ 08832
www.csitech.com

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SIGNATURE SHEET

This signature sheet must be included as part of the Offeror's proposal, or the City will not consider the proposal. The Offeror's signature below certifies that this proposal as submitted complies with, and the Offeror agrees to be legally bound by, all terms and conditions set forth in Request for Proposals No. **B180003244** for **RPD Records Management System**. The undersigned hereby represents and warrants that the undersigned is duly authorized to sign and submit this proposal on behalf of the Offeror.

Complete Legal Name of Offeror Firm: Computer Square, Inc.
"Order from" Address: 330 Mac Lane
Keasbey, NJ 08832
"Remit to" Address: 330 Mac Lane
Keasbey, NJ 08832
Federal EIN / SSN: 923077430
Authorized Signature: Joseph Britt
Printed Name of Signatory: Joseph Britt
Title of Signatory: Sr. Vice President
Telephone Number with Area Code: (732) 346-0200
Fax Number with Area Code: (732) 346-0209
E-Mail Address: jbritt@csitech.com
Date: 6/5/2018



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Addendum Acknowledgment

No addendum to the original RFP was received.



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CSI is a registered business in the State of New Jersey. The following certificate documents that we have been approved under the Small business Set-Aside Act and Minority and Women Certification Program. We generally do not use subcontractors.



State of New Jersey

PHILIP D. MURPHY
Governor

DEPARTMENT OF THE TREASURY
DIVISION OF REVENUE & ENTERPRISE SERVICES
P.O. BOX 026

SHEILA Y. OLIVER
Lt. Governor

TRENTON, NJ 08625-034
PHONE: 609-292-2146 FAX: 609-984-6679

ELIZABETH MAHER MUOIO
Acting State Treasurer

APPROVED

under the

Small Business Set-Aside Act and Minority and Women Certification Program

This certificate acknowledges COMPUTER SQUARE INC as a Category 3 and 5 approved Small Business Enterprise that has met the criteria established by N.J.A.C. 17:13 and/or 17:14.

This registration will remain in effect for three years. Annually the business must submit, not more than 60 days prior to the anniversary of the registration notice, an annual verification statement in which it shall attest that there is no change in the ownership, revenue eligibility or control of that business.

If the business fails to submit the annual verification statement by the anniversary date, the SBE registration will lapse and the business SBE status will be revoked in the New Jersey Selective Assistance Vendor information (NJSAVI) database that lists registered small businesses. If the business seeks to be registered again, it will have to reapply and complete the New SBE online registration located at:
www.njportal.com/DOR/SBERegistry/.



Peter Lowicki
Deputy Director

Issued: 2/20/2018
Certification Number: A0066-09

Expiration: 2/20/2021



Statement of Scope

CSI Technology Group understands that the City of Richmond Police Department is looking for a state-of the-art police Records Management System (RMS) to replace their current RMS. The replacement system will be cloud-based, that is, utilizing Software as a Service (SaaS) technology. Employing this type of solution, the City will not need to purchase or be responsible for any servers or network hardware to support or maintain the system. This should realize a substantial cost savings to the City, both in the form of financial outlay for purchase and maintenance and in human resources to maintain the application. CSI handles all coordination with the cloud-provider, as well as technical support for the application.

If selected, CSI will supply the City of Richmond's Department of Police with a cloud-based RMS product that will provide robust reporting and data-sharing capabilities to support the RMS requirements of a multi-jurisdictional police department.

The application will promote secure data-sharing among authorized users of partner agencies, which include but are not limited to, the Virginia Commonwealth University Campus Police Department and the Richmond Sheriff's Department. These entities may have their own separate RMS modules, if required. The RMS will provide seamless integration among all InfoShare™ modules, with appropriate, secure access and permissions to data, as determined by the needs of the City.

In addition to the RMS, CSI will provide the following modules for the solution. All modules are fully and seamlessly integrated with the RMS and each other:

- Police RMS MDT
- Warrants
- Personnel, Scheduling, Policy & Procedure
- Evidence
- Intelligence Module
- Permits & Licenses
- Fleet Management
- Internal Affairs



- Pawn Shop Module
- Large File Repository for Video files
- Full citation management for parking tickets and moving violations
- Jail Management
- Impound Yard Management

CSI will also build appropriate interfaces to exchange data between the RMS and the applications listed in Exhibit III of the RFP.

If selected, CSI will convert the current data and migrate it to the new system. We will provide training, installation and post-installation support. Our excellent customer service will be available throughout the life of the contract.

CSI specializes in premium software for law enforcement and public safety agencies. Our RMS has been installed in both local and regional police departments, on both site-hosted and cloud-hosted platforms. Even in our regional and multi-jurisdiction deployments, each agency maintains its own identity in the system with its own logos, departmental identification, report headers, etc. Reports and interfaces will be configured to meet the needs and requirements of the City, while preserving the identity of each organization, where appropriate.

As you can see in the details of this response, we are quite familiar with and deeply understand the reporting needs of police departments. Many on CSI's staff are former law enforcement officers themselves. If selected, we will provide a superior solution for the citizens and the police of the City of Richmond.



Executive Summary

Computer Square, Inc., d/b/a CSI Technology Group, is a New Jersey-based company that has been developing cost-effective, browser-based applications since 1996. Our focus is on customizable, user-friendly, commercial off-the shelf software products and support services for law enforcement, judicial, and regulatory agencies. For over 20 years, our systems have evolved significantly, based on our focused effort to provide our clients with superior information technology. CSI's standards-based approach has allowed us to efficiently integrate with a myriad of systems and networks, and has enabled our customers to acquire the best solution that meets their needs.

CSI applications are robustly designed, yet flexible enough to facilitate upgrades to meet the needs of an ever-changing environment, be it technology upgrades, regulatory changes or other business requirement modifications. Specifics such as contact information, codes, statutes, case types, protocols, document templates, etc., will be loaded into the system at time of start-up and will be easily maintained by Richmond Police Department's authorized systems administration staff to accommodate later updates or changes. We are prepared to meet all of the requirements listed in the RFP, and we have NIEM and JG-XML compliant design, mobile capability and additional features if your requirements expand in the future

CSI Technology Group is **uniquely qualified** to provide these visionary services to the citizens of Richmond. The reason is because we offer advantages that **no other** companies can offer, including:

- CSI has provided the successful implementation of products across a **diverse** governmental client list including law enforcement, prosecutorial agencies, corrections agencies, judicial agencies, regulatory agencies and more.



- Our RMS has integrated redaction and Bates numbering tools for municipal court discovery. This, too, will result in *cost savings* for the city, as fewer staff will be required to prepare officers' discovery for court.
- The InfoShare™ RMS provides electronic report preparation and approval processes. This means more officers can *remain on the street for longer periods* of time because they can prepare reports in their cars and supervisors can review and approve reports from inside their cars.
- Case documentation –When officers prepare reports, they are preparing actual PDF documents complete with digital signatures. Many other vendors use a template to populate reports “on demand,” but the InfoShare™ product line produces and saves documents. The entire case package is paperless.
- Multi-jurisdiction capabilities with an “individual department” feel – When the application is deployed on a multi-jurisdictional platform, the InfoShare™ system is designed so that when a user logs into the application, they see their logos and the reports are “their department’s” reports. It is important that data be shared but it is equally important that an agency does not lose its identity in the process.
- Customer service – Our customer service is unmatched anywhere. We welcome you to call our clients and ask them about the services we provide. Our company is NEVER satisfied with the status quo; we are constantly striving to capitalize on new technology and improve the functionality of our applications. Criminal Justice never stops evolving and neither can we.
- Agency control – We give the agency control over user groups, support files, form template generators, permissions and other settings so that the agency is empowered. You can make many of these changes yourself, without any intervention from our company. While we pride ourselves on *unparalleled customer service and support*, we also know that the convenience of “getting it done immediately” is the right thing to do for our clients.
- Data conversion services – We offer the most comprehensive structured data conversion services on the market today. We do not “just make the data fit” into the InfoShare™ system. We work with the agency to cleanse the data, standardize

it and normalize it for future reference. Most vendors do not perform this service properly because it is extremely complex and labor intensive. CSI Technology Group employs highly trained and experienced engineers who specialize in data conversion so that we can do it the right way.

- Flexibility in hosting capabilities –Our InfoShare™ application is fully cloud-ready and we will provide the City of Richmond Department of Police with a CJIS-compliant, cloud platform to host your new RMS application.

The content of this proposal accurately reflects CSI's ability to satisfy the technical and functional requirements of this RFP. We look forward to an opportunity to further discuss our RMS product with you and answer any questions you may have about our proposed solution for your agency. Please do not hesitate to contact Rich Norcross at 732.346.0200, by fax at 732.346.0209, or by e-mail at rnorcross@csitech.com. Also, we look forward to the opportunity to demonstrate our system to you, so you can see how it will expand the capabilities of your agency and enhance public safety in the City of Richmond.



public safety organizations. Many of our other law enforcement modules are also in use by the New Jersey State Police, as well as local and regional public safety agencies.

CSI has close to two decades of experience in planning installations, conducting data conversions from legacy systems, and providing tailored training sessions for all major categories of staff. Our training and the implementation processes are successful because we focus on how the system integrates with individual work activities and what the individual can expect to get out of the system. Our tailored approach to workflow, permission and role-based security, and robust features make our systems extremely efficient, unique and effective.

Some of our customers to whom we provide similar services are listed below. This is, by far, not a complete customer listing:

- Morris County (NJ) Department of Law and Public Safety
- Camden County (NJ) Regional
- Montgomery County (PA) Department of Public Safety
- Bergen County (NJ) Sheriff's Office
- Bergen County (NJ) Public Safety Operational Center
- New Jersey State Police
- Oklahoma Department of Corrections
- All 21 county prosecutors in New Jersey, many with direct communication and electronic processing of reports and arrest documents with their local police departments through InfoShare™.

Some of our customers utilize a county cloud platform for their RMS system, while others are locally hosted. CSI can accommodate either environment, depending on the customer's wishes and requirements.



Key Personnel

While this project will have the full support of CSI, its executive management and its skilled engineering staff, the following staff will be the key personnel assigned to this project. All staff are assigned to CSI headquarters. Their city of residence is noted with their name below and their individual resumes follow.

- **Peter Ugalde** will be the manager in charge of this project and your first line of contact. He resides in Randolph, New Jersey
- **John Mi** will be the manager in charge of network design and programming. He resides in East Brunswick, NJ
- **Di Di** is a network engineer assigned to the project. He resides in Piscataway, NJ
- **Peng Cheng** is a systems engineer assigned to the project. He resides in Hillsboro, NJ.
- **Longhu Dong** is a systems engineer assigned to the project. He resides in Hillsboro, NJ.

CSI will make other assignments throughout the lifecycle of the project, as the requirements dictate.



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Staff Resume

Peter Ugalde

Drawing on almost thirty years in law enforcement, Pete coordinates and leads many critical public safety projects for CSI. He easily develops a rapport with his clients, as he understands their work and what they need to get it done. He is fluent in Spanish and has excellent technical skills.

Professional Profile

2012- Present: CSI Technology Group

Vice President and Law Enforcement Liaison

- Responsible for analyzing, researching, updating, and maintaining CSI application modules
- Coordinates with clients and company programmers on a daily basis on program development, customer support and troubleshooting.
- Trains clients on the use of the CSI applications for criminal case and document management, CAD and RMS applications
- Serves as account manager for many CSI clients, including local and regional police departments

1983- 2012 Town of Dover Police Department, Dover, NJ

- 2001 – 2012 Captain (served as Executive Officer from 2010-2012)
- 1998 – 2001 Lieutenant
- 1994 – 1998 Sergeant
- 1993 - 1994 Detective
- 1985- 1993 Police Officer
- 1983 – 1985 Special Police Officer

A continuously progressing career in law enforcement that was marked by leadership and innovation, including the implementation of dispatch operations between his town and the

county call center, the migration of data between the two systems, investigation of insurance fraud, developing and combining information technologies and integrating them into police operations and supervision of personnel and operations

Education

- 2009, Graduation from FBI National Academy, Quantico, Va.
- 2009, College of St. Elizabeth, Morristown, NJ, MS, Business Management
- 2008, College of St. Elizabeth, Morristown, N J, BA, Criminal Justice
- 1983-2010: Continuous training in law enforcement, investigations, drug enforcement, public safety, street gang investigations, networking and technology and community policing



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Staff Resume

Peng Cheng

A specialist in web application develop, Peng is a Microsoft- certified software engineer who keeps pace with changing technology to lead many of CSI's most critical projects

Professional Profile

2003- Present: CSI Technology Group

Project Manager, Software Engineering

- A specialist in the development of web applications using standard Microsoft product suites.
- Worked on the company's flagship product, InfoShare™, to develop web- enabled applications using SQL server as backend
- A lead software engineer in the development and support of CAD/RMS, as well as systems for New Jersey County Prosecutor's Offices and Administrative Office of the Courts (AOC)
- Microsoft Certified Professional
- Sun Certified Java Programmer

Education

- 2005, University of Hertford UK , Distributed Systems and Networks, MS, MS
- 1998, Southwest Jiaotong University of China, Applied Computer Science, BS



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Staff Resume

LongHu Dong

A software developer with over ten years of diverse experience in many technologies, LongHu leads and contributes to many key projects at CSI. He is a Microsoft Certified Professional.

Professional Profile

2008- Present: CSI Technology Group

Senior Software Developer

- Works on multiple projects as a senior developer
- Responsible for system design, technical support, application architecture and database structure
- Designs e-government solutions for law enforcement, judiciary, regulatory and administrative agencies
- Develops new web-based system modules using C#, XAML, Silverlight, Java Script and MS SQL Server.
- Developed Link Analysis application for analyzing crime data
- Developed pawn shop management system for police departments

5/2007-12/2007 Microsoft Technology Center of Jiangxi

- In charge of designing the business website using ASP.NET, MSSQL Server, XML and JavaScript for Microsoft Technology Center.
- Studied web application development using Microsoft .NET platforms.

9/2006- 5/2007 Institute of Computer Applications, Jiangxi University of T.C.M International Education College

- Work-study student

Education

- 2008, Jiangxi University of TCM International Education College, Computer Science BS



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Staff Resume

John Mi

A results-driven network manager, John has led the technical operations of CSI for over 17 years. He leads a staff of skilled software development and network engineers, inspiring the highest level of technical competence to exceed the expectations of CSI customers.

Professional Profile

1999- Present: CSI Technology Group

Director, Department of Engineering

- Commercial Software Evaluation, Installation and Configuration
- Network-resident software
- Commercial Desktop Software Technical Support and Training
- Commercial Desktop Software Distribution and Version Control
- Client Installation and Configuration
- Local and Remote Locations
- LAN Administration Support

1997-1999: Infinity Interactive, Inc.

Responsible for Internet/Intranet TWnet.com, Real Server, Audio/Video on Demand, LAN

1989-1997, North China Power Group

Responsible for more than 20 Hardware/Software applications in the electric power field

Education

- 2002, University of Bridgeport, CT , Computer Science, MS
- 1989, Beijing University of Aeronautics and Astronautics, Electrical Automation, BS



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Staff Resume

Di Di

A highly skilled and trained network engineer, Di is dedicated to maintaining CSI's network and keeping the applications running smoothly, securely and efficiently. He is an expert at installing, trouble shooting and helping clients with network and system details

Professional Profile

2014- Present: CSI Technology Group

Network Engineer

- Install, support and maintain Windows server and network hardware
- Configure and maintain firewall, routing & switching protocols
- Implement clients' requirements for application redundancy and high availability
- Deploy & troubleshoot InfoShare™ application.
- Maintain Windows infrastructure & MS Exchange mail platform

2010-2011 United Automotive Electronic System Co.

IT Helpdesk Intern

- Support network
- Solve computer, network and printer problems

Education

- 2014, University of Hartford (CT) , Electrical Engineering, MS
- 2012, Shanghai Normal University, Communication Engineering, BS



References

CSI offers the following four clients as references and welcomes you to contact them, or any of our other clients, to verify our experience, our quality customer service or any other information you would like concerning our company and our products. All of the following customers represent deployments similar in scope and features to what the City of Richmond is seeking in this RFP. You may contact them and we acknowledge that you may not divulge to us the information they provide you.

- **Morris County (NJ) Department of Law and Public Safety**

Scott DiGiralomo, Director

PO Box 900

Morristown, NJ 07963

973-829-8051

SDiGiralomo@co.morris.nj.us

In April 2012, CSI Technology Group implemented a Police Records Management System (RMS) for the Morris County Department of Law and Public Safety, which provided a regional RMS for the local police departments of Morris County. This cloud service installation was configured to integrate with their Computer Aided Dispatch (CAD) system, which was already in place and provided by another vendor, Keystone. Scope also encompassed integration of Mobile Data Terminals (MDT's) in police cars and NCIC and DMV look-up capabilities. The implementation also included interfaces with the Morris County Prosecutor's modules for Investigation, Prosecution, Sex Offender Tracking and Inmate Tracking.

- **Camden County (NJ) Regional RMS**

Chief William P. Walsh, Bellmawr Police Department

Captain Scott Parker, Bellmawr Police Department



In 2016, CSI Technology Group provided the Bergen County Sheriff's Office with their own CAD and RMS system, which also includes electronic ticketing. It is hosted on the county cloud and communicates with the CAD/RMS CSI provided to the Bergen County Public Safety Operational Center.

Scope for the projects listed above, as in most similar CSI implementations, encompassed integration of Mobile Data Terminals (MDT's) in police cars and NCIC and DMV look-up capabilities. Implementations have also included interfaces with the county Prosecutor's/DA modules for Investigation, Prosecution, Sex Offender Tracking and Inmate Tracking.

Besides cost savings for their citizens, the InfoShare™ Police RMS has provided robust features to these law enforcement organizations, including the following:

- **Police Reporting Package with Digital Signatures:**
Standardized Reports customized to the extent that logos and names of agencies are unique to each participating agency. This functionality is based upon user login credentials.
- **Arrest & Booking Process**
- **Field Contact Sub Module**
- **Citations & Summons Management**
- **Motor Vehicle Accident (CRASH) Reporting**
- **Document Imaging (Scanning)**
- **Orders of Restraint Module**
- **Permit & Licenses Module**
- **Fleet Management Module**
- **Template Generator** that allows each participating agency to create and manage their individual document needs apart from the standardized reports
- **Crime mapping** utilizing Microsoft BING© Technology

Implementation plans provide for the installation, configuration and customization of CSI's product, InfoShare RMS with access to local police departments in the county. A project plan and Scope of Work for each implementation was created by CSI Technology Group, agreed upon and shared between the two parties. Our project plans include schedules for gap analysis, coding, customization, testing and training, resources and assumptions of responsibility and dates for all deliverables and milestones.



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CSI always assigns a Law Enforcement Liaison with technical knowledge of the InfoShare™ Records Management System as a point of contact. The customization process begins with a gap analysis between the base CSI application and the requirements of the individual customer.

CSI delivers on-site training for both administrators and users of the system. This includes training for each agency on the creation of documents and use of the template generator. CSI also provides an eLearning tutorial that can be accessed by the user(s) from the InfoShare™ RMS home screen.

Project Approach

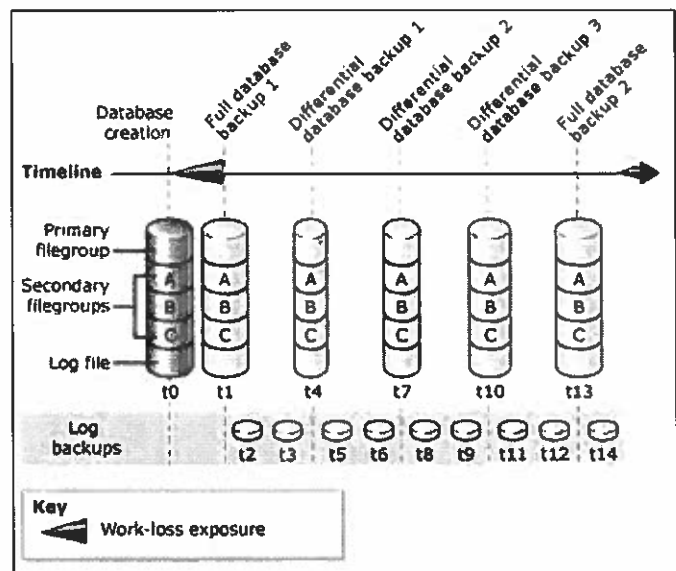
System Backup and Redundancy Procedures

InfoShare™, a hybrid cloud solution, utilizing an Amazon AWS GovCloud platform which provides VPC (virtual private cloud) with the full network security, EC2 VMs and S3 storage services, operates within a target hardened facility, with out-of-state disaster recovery. It has been designed by law enforcement professionals for law enforcement professionals.

CSI will work with Richmond Police Department to modify the Department's current Disaster Recovery plan to include the data files created by InfoShare™. CSI will provide installation CDs to the agency to restore the application after a disaster, and our engineers will assist in any Disaster Recovery efforts to restore business continuity to our customers. In addition, CSI maintains a duplicate environment, with sample and test data, on CSI's servers for troubleshooting and improvements that is also available for Disaster Recovery purposes. There is no extra charge to maintain this duplicate environment.

InfoShare™ RMS leverages the SQL Server backup and restore component to provide an important safeguard for protecting critical data stored in SQL Server databases. A well-planned backup and restore strategy helps protect databases against data loss caused by a variety of failures. CSI will develop a tailor-made backup and restore plan with the client by considering the essence and importance of their data and their priority of resource distribution. CSI offers the following backup plans on demand:

- **Full Database Backups:** A full database backup backs up the whole database. This includes part of the transaction log so that the full database backup can be recovered. Full database backups represent the database at the time the backup finished.
- **Partial Backups:** A partial backup resembles a full database backup, but a partial backup does not contain all the file groups. Instead, a partial backup contains all the data in the primary file group, every read/write file group, and any optionally-specified read-only files.



(Note the figure is from Microsoft SQL Server official web site)

Partial backups are useful whenever you want to exclude read-only file groups. A partial backup of a read-only database contains only the primary file group.

- **Full File Backups:** A full file backup backs up all the data in one or more files or file groups. Under the full recovery model, a complete set of full file backups, together with enough log backups to span all the file backups, is the equivalent of a full database backup.

- **Using Differential Backups:** A differential backup includes only the data that has changed since the differential base. Since SQL Server 2008, differential file backups can be very fast because the SQL Server Database Engine tracks the changes that were made since the differential base was created.
- **Backing Up Read-Only Databases:** For a read-only database, the primary file cannot be updated during a backup. The best practice for a read-only database is to take a full backup. However, if a database alternates between read-only and read/write, it may make sense to back up the database when it is read/write. Then, as long as the database remains read/write, if the scope of the changes is small, you can take differentials backups.

In assessing the D/R needs and options for your enterprise (in this case, a multi-tenant RMS, Intelligence, and Case Management system that serves hundreds, or thousands, of law enforcement personnel) you will no doubt consider a range of options. Across these options, you'll likely place a high priority on both the depth of knowledge in the technology and Law Enforcement, and actual experience of your selected vendor(s). As a solution provider, CSI gives you a tremendous level of both.

Disaster Recovery for a system such as Richmond Police Department is considering, will involve:

- | | |
|--------------------|------------------------------------|
| ✓ Hardware | ✓ Facilities |
| ✓ Software | ✓ Policies, Protocols & Procedures |
| ✓ Data Storage | ✓ Drills/Exercises |
| ✓ Access (Network) | |

The actual situations ("disasters") to protect against include fires, floods, major extended power outages, aircraft accident, etc. There have even been cases whereby a building's plumbing failures caused the loss of \$ Millions in computer systems and data.

There are companies who specialize in large scale D/R. Just one example is a company such as Iron Mountain. Such facilities operate in hardened, specifically-engineered datacenter locations - with redundancy built into all of the facility, electrical, network, and cooling infrastructure. As your solution provider, CSI works directly with your staff, and your selected vendor(s) for the actual physical D/R site. Of course, CSI provides and assists you with all the basic components, keeping our own development and test servers backed up and secured as a second-tier means of backup unto themselves, and we provide installation CDs or DVD's to the agency (for restoration of the application after a disaster), providing you with backup configuration files. But equally as important – possibly more important – is our practice whereby our engineers and account/project managers work with you to create, write, and even publish a comprehensive D/R plan document. We also work with you on-site during your D/R exercises and simulations. Our staff remains available to assist with any aspect of disaster recovery situations with the ultimate and fundamental goal to restore business continuity to your customers.

Security Features of the InfoShare™ RMS

Platform Security

In the event that a secure hybrid cloud solution is provided, CSI offers a hosted Amazon AWS GovCloud platform for our RMS solution utilizes state of the art security such as SHA-2, (designed by the National Security Agency for data encryption), STS Secure Token Service (security for user information), PCI DSS Auditing (for credit card transactions), Federal Information Security Management Act (FISMA), and their Cloud has obtained the ISO/IEC 27001:2005 certification for Information Security Management..

The deployment will utilize the Microsoft Global Foundation Services (GFS) datacenters. The data center is physically secured with fire, flood protection, high security locks, closed circuit cameras, biometric devices, electronic ID card readers and alarms. All access is secured with positive ID Access Control Lists.

InfoShare™ RMS is using a Service-Orientated Architecture (SOA) as a foundation for Business Process Management (BPM). The Service Oriented Architecture (SOA) concept is based on the principle of developing reusable business service and building applications instead of building monolithic applications in silos. BPM is a methodology, as well a collection of tools that enables enterprises to specify step-by- step business processes. Business process management (BPM) addresses how organizations can identify, model, develop, deploy, and manage their business processes, including processes that involve IT systems and human interaction.

The major point of implementing an SOA is to provide a loosely coupled integration platform that allows application instance to change and evolve without affecting the core integration technology. Similarly, the process modifications that require different applications to communicate with each other should not alter the core integration technology as well as application instance.

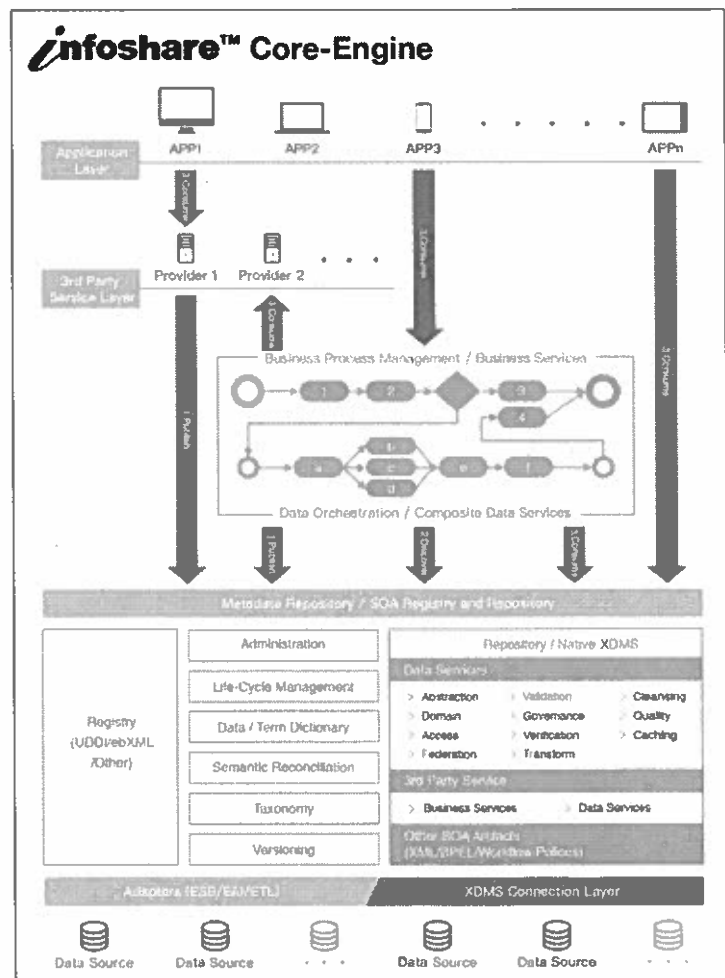


Figure 10. Technology Architecture of InfoShare™ RMS

As shown in the diagram, BPM does the modeling, simulation, and redesign of processes. SOA infrastructure orchestrates business processes and mediates service providers. Services are exposed, to be used in various processes. Service changes should not impact processes. Process changes reuse various services, as needed.

According to this technology architecture, InfoShare™ RMS is highly configurable and it's a support file and business rule driven system. As a result, it easily accommodates RPD's regulations and policies to fit the city's requirements.

Network Security

The InfoShare™ RMS application is a service oriented, N-tier architecture, enterprise web based application. In addition to meeting all business requirements, the InfoShare™ RMS architecture will maximize the security and flexibility and minimize the management and integration effort. With service oriented design in place, the system can easily interoperate with an existing system or 3rd party system.

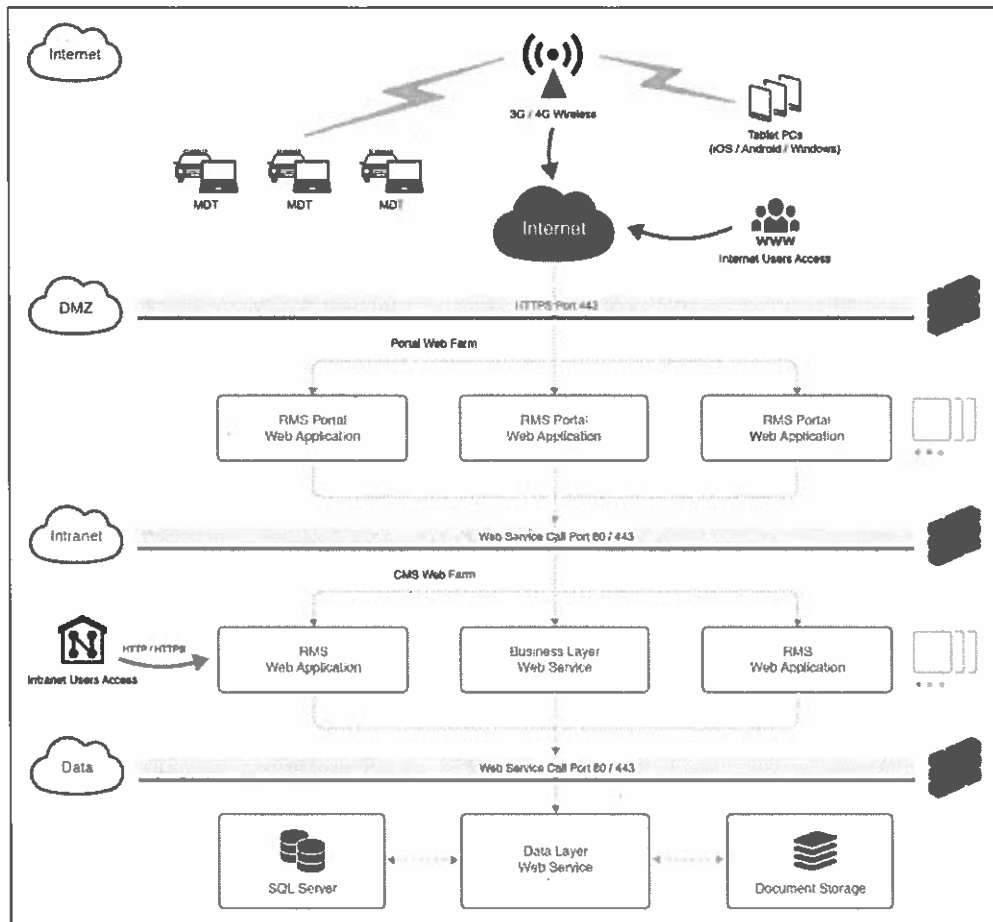


Figure 11.INFOSHARE™ RMS N-Tier Architecture Diagram

With N-tier architecture in place, the system separates different types of business logic into different tiers to provide superb flexibility and security. By following this industry best practice, the system takes less effort during managing installation and upgrading. The entire architecture is compliant with the most recent software design standards and can be easily understood and enhanced by professional software developers.

Access Security

Our CJIS Security solution has been reviewed and approved by the New Jersey State Police, Identification and Information Technology Unit (commonly called the CJIS Security Unit). CSI Technology has two solutions that it routinely recommends / uses –

- **Single Use Sign On Code** – When a User logs into a PC, they have to put in their User Name & Password (Authentication One – Something they know.) and then a Single Use Sign on Code is sent either to their registered e-mail address or a registered cell phone. They enter that code to gain access (Authentication Two – Something they have).
- **Dongle Key** – An encrypted code that is synchronized to a specific User's account is loaded onto an external thumb drive. The user enters their User Name & Password (Authentication One – Something they know) and the application searches for the matching authentication code on the dongle device (Authentication Two – Something they have).

Due to the confidential and sensitive investigations that our clients routinely do, CSI Technology is extremely sensitive to data security and integrity. Every User gets assigned to individual group(s). Each group has certain permissions that control every aspect of the application. InfoShare™ has several hundred permissions that allow for very narrow access control. For example, there is a clerk at one client location whose only job in the system is to maintain the agency staff files. When that user logs in; all they see is one hyperlink that allows that User to handle their assignments. They have access to no other data in the application.

The screenshot displays the 'RMS Group List' interface. At the top, there's a header with 'RMS', 'Group List', and user controls for 'USER SUPER' and 'LOGOUT'. Below the header, a navigation bar includes 'HOME', 'Reports', 'Procedures Manual', 'eLearning', and 'Full Text Search'. The main content area is divided into two panels. The left panel, titled 'Expand All Refresh', shows a hierarchical tree of groups. The 'RICHMOND CITY POLICE DEPARTMENT' group is selected and expanded, revealing sub-groups like 'RICHMOND CITY CLERICAL GROUP', 'RICHMOND CITY DETECTIVE GROUP', 'RICHMOND CITY DETECTIVE SUPERVISOR GROUP', 'RICHMOND CITY EVIDENCE CUSTODIAN GROUP', 'RICHMOND CITY FIREARMS APPLICATION GROUP', 'RICHMOND CITY FLEET MANAGEMENT GROUP', 'RICHMOND CITY MANAGEMENT GROUP', 'RICHMOND CITY OFFICER GROUP', 'RICHMOND CITY PUBLIC PERMITS & LICENSES', 'RICHMOND CITY USER REPORT GROUP', 'RICHMOND COUNTY SHERIFF OFFICE', and 'VCU COMPUS POLICE'. The right panel, titled 'Current Selected Group: RICHMOND CITY POLICE DEPARTMENT', contains three sections: 'MODULES' (RMS, EVIDENCE, WARRANT, MAJOR INCIDENT, INTELLIGENCE), 'UNITS' (A Platoon (overnight shift), B Platoon (day/evening shifts), C Platoon (day/evening shifts), Chief, Capt. Detectives, D Platoon (day/evening shifts), PCO's and Evidence Tech, Special operation groups), and 'MEMBERS' (OFFICER, ELVIN, SUPERVISOR, JEFF). At the bottom, there's a footer with 'Copyright © CSI Technology Group. All rights reserved.' and 'Online Help | Debug | Page'.

▲ Groups are hierarchal so a child group cannot have more permissions than the parent group.

During the project phase that CSI refers to as the Gap Analysis Phase, we will work with the various entities involved in this project to identify their hierarchal structure. We will also train the appropriate administrative staff on how to create and maintain these groups in the future. In that process the following will occur –

- Names of Groups will be identified (often based on the agency table of organization)
- Group Information will be established. This where –
 - What modules can be accessed
 - What other units' data can be seen by members of the group
 - Who belongs to the group
- Group permissions will be set. This is where “what people can do” is determined. These permissions range from who can simply add something to the database to the far end of the spectrum such as who can merge one or more cases together if needed.

| ID # | Category | Name |
|-------|----------------------------|---|
| 39001 | Button Function | <input checked="" type="checkbox"/> RMS - Scan Drivers License Button |
| 39006 | Button Function | <input checked="" type="checkbox"/> RMS - Send to Prosecutor Button User Right For Screening & Juvenile Interface |
| 39101 | Button Function | <input checked="" type="checkbox"/> RMS-TAB - Case Diagram Function |
| 39107 | Button Function | <input checked="" type="checkbox"/> RMS-TAB - Case Web Scan Tab |
| 39109 | Button Function | <input checked="" type="checkbox"/> RMS-TAB - eTicket Function |
| 39108 | Button Function | <input checked="" type="checkbox"/> RMS-TAB - Evidence Function |
| 307 | Button Function - Document | <input checked="" type="checkbox"/> DOC-VIEW - View Documents - Move Button |
| 308 | Button Function - Document | <input checked="" type="checkbox"/> DOC-VIEW - View Documents - Print Bar Code |
| 33002 | Document | <input checked="" type="checkbox"/> ALL - Redaction and Bates Numbering |
| 33001 | Document | <input checked="" type="checkbox"/> ALL - Reports/Documents Search |
| 36001 | File Maintenance | <input checked="" type="checkbox"/> ALL - Expungement Search |

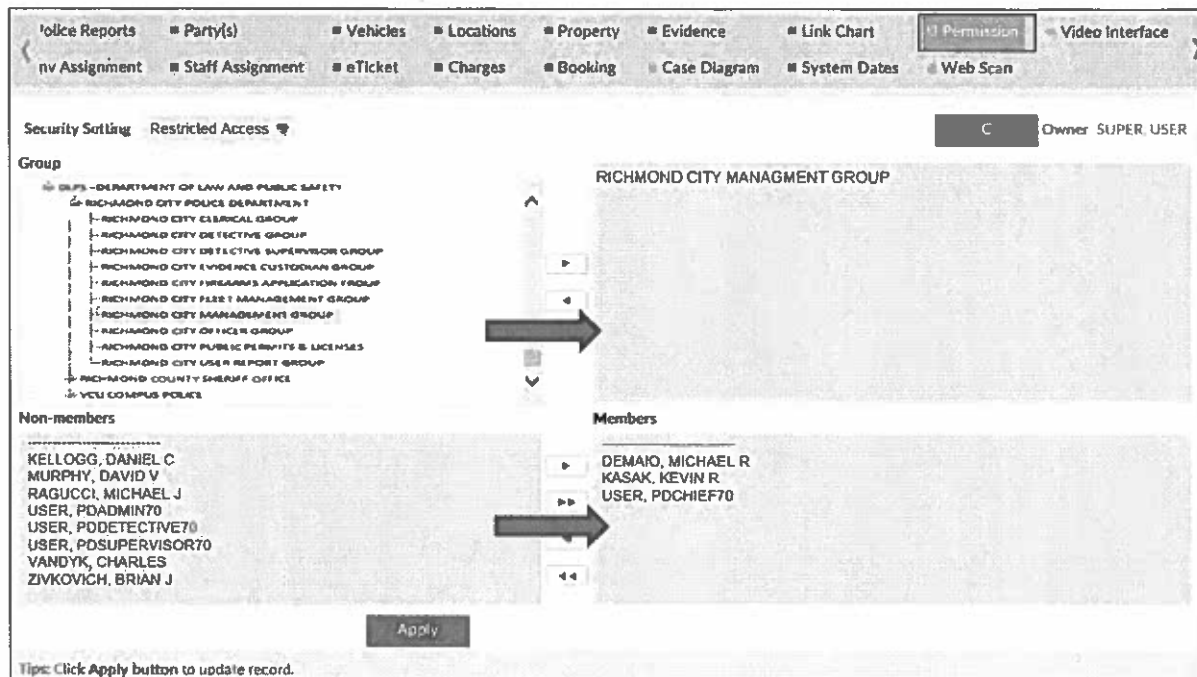
There is a number of Administrative security tools built in as well to include –

- Transaction Log Reports – All activity is tracked and can be searched on via a number of search criteria.
- Transaction Login Reports – Who logged in and from where.

| Transaction Date | As User By | Action | Module | Page Name | Case # / Def Name | SQL / Criteria / Action Detail |
|------------------|------------------|--------|------------|-----------------|---------------------|---|
| 03/23/2016 11:05 | KING, RYAN | SEARCH | POLICE RMS | Staff Search | | AND (a.flag_delete='0') |
| 03/23/2016 11:05 | KING, RYAN | SEARCH | POLICE RMS | Staff Search | | AND (a.flag_delete='0') |
| 03/23/2016 11:05 | KING, RYAN | SEARCH | POLICE RMS | Staff Search | | AND (a.flag_delete='0') |
| 03/23/2016 07:30 | THIBAUT, MICHAEL | VIEW | POLICE RMS | PD Case Summary | Case #: 2016-000191 | https://borms.caltex.com/Aspsort/Dispatcher.aspx?nextPID=inquireCaseInvestigation&case_id=11000000346&division_id=3 |
| 03/23/2016 07:30 | THIBAUT, MICHAEL | VIEW | POLICE RMS | PD Case Summary | Case #: 2016-000191 | https://borms.caltex.com/Aspsort/Dispatcher.aspx?nextPID=inquireCaseInvestigation&case_id=11000000346&division_id=3 |
| 03/23/2016 06:19 | SUPER.USER | UPDATE | POLICE RMS | | Case #: 2016-000191 | exec usp_RMS_GenerateTempCaseNo 1100000034, 'Interface_CAD2RMSTransfer_Batch_Import' |
| 03/23/2016 06:06 | SUPER.USER | UPDATE | POLICE RMS | | Case #: 2016-005557 | exec usp_RMS_GenerateTempCaseNo 1100000033, 'Interface_CAD2RMSTransfer_Batch_Import' |
| 03/23/2016 05:47 | SUPER.USER | UPDATE | POLICE RMS | | Case #: 2016-000190 | exec usp_RMS_GenerateTempCaseNo 1100000032, 'Interface_CAD2RMSTransfer_Batch_Import' |

Additionally, every individual case has the ability to be locked down to a specific group of Users within the groups by using the Permissions Tab in the case. So for example, if several narcotics detectives are working on a sensitive investigation, they can lock that job down to their specific group of detectives.

- **NOTE:** For officer safety and agency integrity purposes, there should always be a Super User(s) who can see all cases at all times. This is a recommendation, not a requirement.
- **NOTE:** The restriction can always be lifted after a case has gone public if desired.



▲ User selects who can see a case and moves the Group or individuals in the Group to the right to give them access

Integration with Active Directory is a very common and standard request that CSI Technology Group receives and there should be no issues with this integration.

Exceptions to Requirements in Section 2.0

CSI Technology Group understands and will comply with all requirements in Section 2.0

Technology requirements to Support the RMS:

- **Computer Hardware and Equipment Requirements**

Virtual Server Hardware (Local VMware or Cloud Environment):

1. InfoRMS Application Server:
 - CPU: 4 vCore CPU;
 - RAM: 16GB
 - Network Interface Card: Virtual Gigabit Ethernet Interface
 - Hard Drive Space: 120GB or greater for System, Services and Logs;
500GB or Up for Application and Logs
2. InfoRMS Database Server:
 - CPU: 8-16 vCore CPU (16 vCore recommended for the extension of the capacity)
 - RAM: 32GB
 - Network Interface Card: Virtual Gigabit Ethernet Interface
 - Hard Drive Space: 120GB or greater for OS, Services and Logs;
1TB for Data, Transaction Logs and Document Storage
3. InfoRMS Media Server: (The option for handling a large amount of video media files)
 - CPU: 2 vCore CPU
 - RAM: 8GB
 - Network Interface Card: Virtual Gigabit Ethernet Interface
 - Hard Drive Space: 120GB or greater for System, Services and Logs;
4-8TB or Up for media file storage

Virtual Server Software:

Server OS: Microsoft Windows Server 2012 R2/2016 Standard Edition

Database Server: Microsoft SQL Server 2012 R2/2014/2016 Standard Edition

- **Computer Desktop Requirements**

Client Desktop Computer:

1. CPU: Intel i5 CPU or above processor
2. RAM: 8Gb of RAM
3. HDD: 250 GB HDD or SSD
4. NIC: Gigabit Network Interface Card
5. Operating System: Windows 7 or Windows 10 (Windows 10 recommended)
6. Application: Microsoft Internet Explorer 11, Adobe Reader,
Microsoft Word 2007/2010/2013/2016 (Option)

- **Network requirements**

- Local VM Host:**

- 1. Gigabit Local Ethernet Network
 - 2. Switch: Gigabit Ethernet Switch
 - 3. Cable: CAT5e or CAT6 Cable (or high speed wireless)
 - 4. Protocol: TCP/IP, HTTP/HTTPS

- Cloud Host:**

- 1. The Internet connection is required
 - 2. The downlink minimum speed: 25Mbps (100Mbps recommended)
 - 3. Protocol: HTTPS

- **Database Management System**

- Microsoft SQL Server 2012 R2/2014/2016 Standard Edition
(Enterprise Edition if SQL High Availability is required)

- **Other Technical Requirements**

- Windows Server license(s) and SQL Server license.

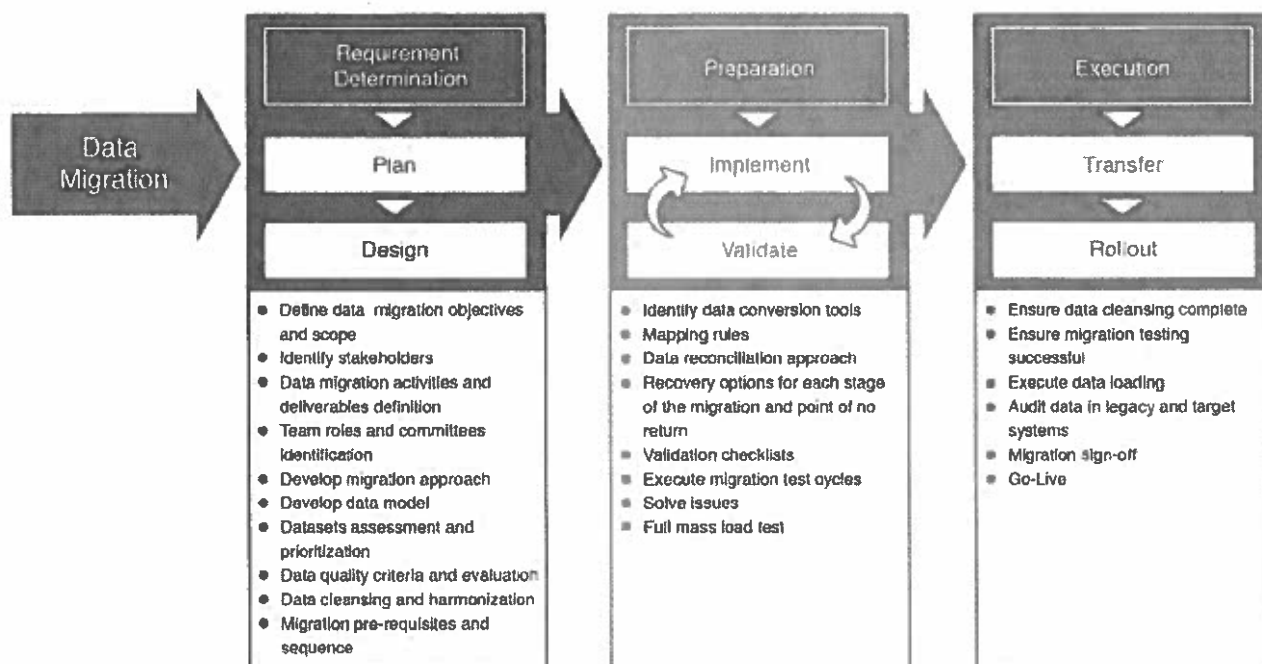
Data Migration:

The plan of retrieving data from previous RMS, start date, time to complete, and estimated hours are addressed in the project timeline of the implementation plan. During the data migration process, we will need RPD's assistant to prove data from the existing system, review and advise on the data analysis report that CSI provides, make decisions when there is conflict or ambiguous data found. Data migration and conversion is one of our specialties. Furthermore, an exception report will be provided if any discrepancies are found during the data analysis process and we will work with RPD to come up alternative solutions, if required. There's no need to compromise on losing any important data.

CSI has had a great deal of experience in performing data conversion services, including rendering these services after the job had been done inadequately by a previous vendor. We do not utilize sub-contractors for this process. We have designed a methodology, which we describe below; to perform the conversion and we have highly skilled engineers that specialize in legacy data conversions.

When CSI Technology Group performs a data conversion, it is very important that we stress the fact that we do not "just make it fit" into the InfoShare™ system; we cleanse and condense the data. We will work with the agencies to cleanse their master indices so that, for example, a unique person exists in InfoShare™ in a single consolidated record and not exponentially in disparate records.

We rise above upon the industry standard with our extensive experience, our high volume of successful deployments and highly positive customer feedback. We have the confidence we can make things right the first time. The data migration plan is performed conscientiously, step by step, with no ambiguity.

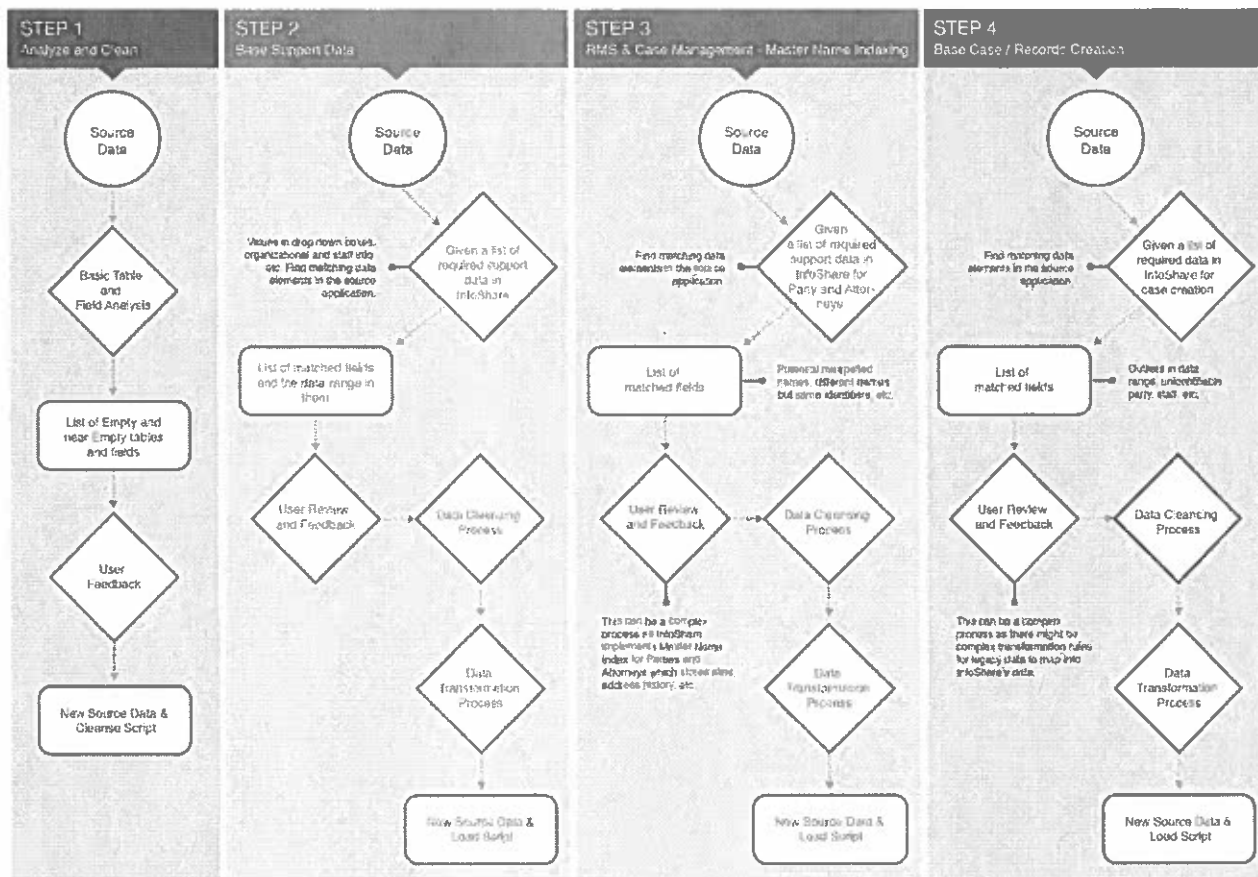


▲ InfoShare™ data migration strategy

CSI uses SQL Server 2012/2014 Data Transformation Service, which contains a rich set of tools for extracting and transforming data. In addition, CSI has devised a methodology to smooth the conversion of criminal justice related databases. The data conversion for a legacy system is a multi-step process. Each step requires active user interaction as there are many decisions to be made, which ultimately results in cleaner data and better data structure. Therefore, CSI works with the client to appoint a data conversion liaison who can call together a data conversion team of Subject Matter Experts as needed, where each team member is knowledgeable in a specific area. CSI will have a project manager, account manager, and engineer(s) working closely with the data conversion team during the entire data conversion process. Each conversion step consists of an analysis step to Extract source data from the legacy system, Transform the data according to InfoShare™ requirements, and Load the clean data into the InfoShare™ system. These ETL steps are repeated as necessary in each organizational unit, and the successful completion of each step is the starting point of the following step. CSI's Data Conversion Engine is based on this principle and we believe our Data Conversion process will be a more efficient and effective data migration experience for the agency.

Following is an example of the process, which will be customized for the data files of the Richmond Police Department.

Steps 1 and 2 the initial data analysis and generating of table structure and support data:



Steps 3 and 4 create the basic framework for case/records management parties involved and the key identifiers.

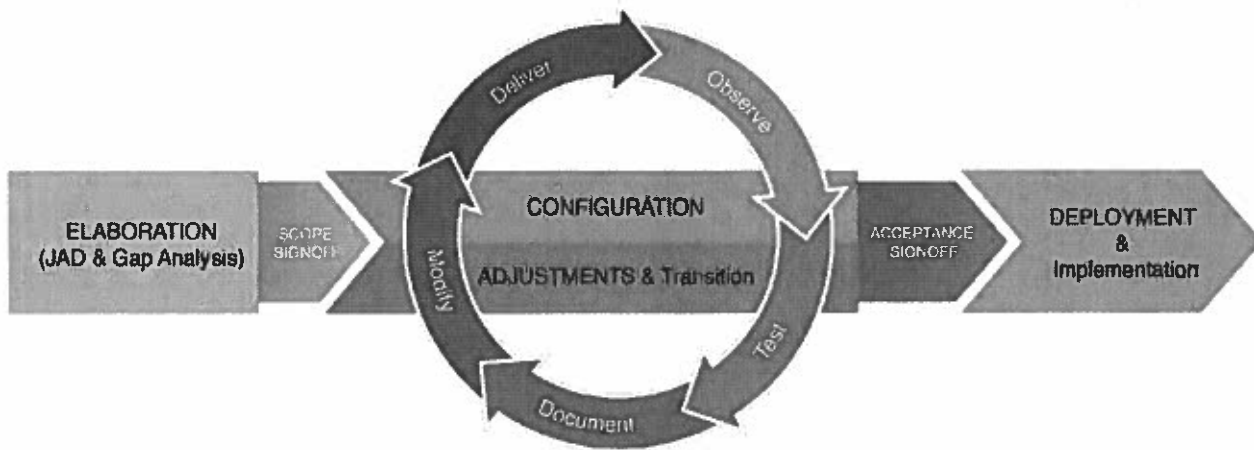
At the end of the process, we will have a clean set of data and load scripts that can be repeatedly used for data conversion (e.g. Dry-Run conversions, followed by Cut-Live conversion). The load scripts can be altered directly for additional business or non-business requirements, as needed.

Our success stems from our referral-dominated client base. The continuous attention to detail, friendly nature, knowledge and expertise are the results of our long lasting customer relationships and have driven CSI's success. We are passionate about what we do and certainly understand the need for urgency. CSI is always willing and ready to help support our customers' requests, projects, or issues that may occur.

We offer the most comprehensive structured data conversion services on the market today. We do not "just make the data fit" into the InfoShare™ system. We work with the agency to cleanse the data, standardize it and normalize it for future reference. Most vendors do not perform this service properly because it is extremely complex and labor intensive. CSI Technology Group employs skilled engineers who specialize in data conversion so that we can do it the right way.

Implementation Plan:

CSI Deployment Process



Testing

Based upon the customer's requirements, CSI's project team will work with RPD project team to define test plans for the proposed system. For each interface, module & sub-module, CSI will provide quick start guides that contain the appropriate work scenarios for the proposed system. The system will have passed all CSI's test cases before being presented to RPD testers for validation. CSI will install the proposed software in the RPD's test environment. The RPD testers will use work scenarios to validate the system as part of their acceptance testing. CSI expects the RPD core team to test the system rigorously as each set of modifications are made during this acceptance phase, and at each phase of the project. CSI will provide support during User Acceptance Testing and make corrections as needed.

| Line # | Task Description | Duration | Start Date | Finish Date | Predecessors |
|--------|---|----------|-----------------|------------------|--------------|
| 1 | PO Received | 1 day | 11/1/2018 8:00 | 11/1/2018 17:00 | |
| 2 | Police Modules Prepared on CSI DEV | 14 days? | 11/2/2018 8:00 | 11/21/2018 17:00 | 1 |
| 3 | Build Police RMS Module on CSI DEV | 14 days | 11/2/2018 8:00 | 11/21/2018 17:00 | 1 |
| 4 | Build Evidence Module on CSI DEV | 14 days | 11/2/2018 8:00 | 11/21/2018 17:00 | 1 |
| 5 | Build Personnel, Scheduling and Policy & Procedure on CSI DEV | 14 days | 11/2/2018 8:00 | 11/21/2018 17:00 | 1 |
| 6 | Build Fleet Management Module on CSI DEV | 14 days | 11/2/2018 8:00 | 11/21/2018 17:00 | 1 |
| 7 | Build Warrants Module on CSI DEV | 1 day? | 11/2/2018 8:00 | 11/21/2018 17:00 | 1 |
| 8 | Build Intelligence Module on CSI DEV | 1 day? | 11/2/2018 8:00 | 11/21/2018 17:00 | 1 |
| 9 | Build Pawn Shop Module on CSI DEV | 1 day? | 11/2/2018 8:00 | 11/21/2018 17:00 | 1 |
| 10 | Build Permits & License Module on CSI DEV | 1 day? | 11/2/2018 8:00 | 11/21/2018 17:00 | 1 |
| 11 | Build Jail Management System on CSI DEV | 1 day? | 11/2/2018 8:00 | 11/21/2018 17:00 | 1 |
| 12 | Build Court Management Module for Warrants & Tickets on CSI DEV | 1 day | 11/2/2018 8:00 | 11/21/2018 17:00 | 1 |
| 13 | | | | | |
| 14 | Data Conversion Services | 73 days? | 11/2/2018 8:00 | 2/12/2019 17:00 | 1 |
| 15 | Richmond PD to provide the initial copy of the incumbent database | 1 day? | 11/2/2018 8:00 | 11/2/2018 17:00 | |
| 16 | CSI Engineers to Analyze incumbent database | 10 days | 11/5/2018 8:00 | 11/16/2018 17:00 | 15 |
| 17 | CSI Engineers to initiate conversion process | 40 days | 11/19/2018 8:00 | 1/11/2019 17:00 | 16 |
| 18 | CSI Engineers to initiate data cleansing process | 20 days | 1/14/2019 8:00 | 2/8/2019 17:00 | 17 |
| 19 | CSI Account Manager to review data with Richmond PD Staff (Side by Side comparison) | 1 day? | 2/11/2019 8:00 | 2/11/2019 17:00 | 18 |
| 20 | CSI to make any adjustments as needed | 1 day? | 2/12/2019 8:00 | 2/12/2019 17:00 | 19 |
| 21 | Go Live of Data Conversion | 4 days? | 2/28/2019 8:00 | 3/5/2019 17:00 | |
| 22 | Richmond PD to provide FINAL copy of the incumbent database | 1 day? | 2/28/2019 8:00 | 2/28/2019 17:00 | 202 |
| 23 | CSI to execute stored procedures from the initial data conversion | 1 day? | 3/1/2019 8:00 | 3/1/2019 17:00 | 22 |
| 24 | CSI to insert the data into the database | 1 day? | 3/4/2019 8:00 | 3/4/2019 17:00 | 23 |
| 25 | Final Review and QC of data transfer services | 1 day? | 3/5/2019 8:00 | 3/5/2019 17:00 | 24 |
| 26 | | | | | |
| 27 | Interface Development | 552 days | 1/31/2017 8:00 | 3/13/2019 17:00 | 1 |
| 28 | Intergraph CAD | 27 days | 11/2/2018 8:00 | 12/10/2018 17:00 | |
| 29 | CSI to provide sample schema for CAD/RMS interface | 27 days | 11/2/2018 8:00 | 12/10/2018 17:00 | 1 |
| 30 | Client to schedule initial contact with Intergraph | 1 day | 11/2/2018 8:00 | 11/2/2018 17:00 | 1 |
| 31 | Intergraph to provide schema | 10 days | 11/5/2018 8:00 | 11/16/2018 17:00 | 30 |
| 32 | Review schema with clients & interface partners to confirm desired results | 1 day | 11/19/2018 8:00 | 11/19/2018 17:00 | 31 |
| 33 | CSI to code agreed upon final schema | 10 days | 11/20/2018 8:00 | 12/3/2018 17:00 | 32 |

| | | | | | |
|----|--|----------|-----------------|------------------|----|
| 34 | Testing (Testing Plan Pending) | 1 day | 12/4/2018 8:00 | 12/4/2018 17:00 | 33 |
| 35 | Correct any problems identified (Repeat as needed) | 1 day | 12/5/2018 8:00 | 12/5/2018 17:00 | 34 |
| 36 | Re-testing (Repeat as needed) | 1 day | 12/6/2018 8:00 | 12/6/2018 17:00 | 35 |
| 37 | Final Acceptance | 1 day | 12/7/2018 8:00 | 12/7/2018 17:00 | 36 |
| 38 | VCIN/NCIC | 65 days | 11/2/2018 8:00 | 1/31/2019 17:00 | 1 |
| 39 | Richmond to submit requests to VCIN Admin for approval if required | 1 day | 11/2/2018 8:00 | 11/2/2018 17:00 | |
| 40 | VCIN Admin to provide schemas to CSI | 20 days | 11/2/2018 8:00 | 11/29/2018 17:00 | |
| 41 | Review schema with clients & interface partners to confirm desired results | 1 day | 11/30/2018 8:00 | 11/30/2018 17:00 | 40 |
| 42 | CSI to code interfaces to work with InfoShare | 40 days | 12/3/2018 8:00 | 1/25/2019 17:00 | 41 |
| 43 | Testing (Testing Plan Pending) | 1 day | 1/28/2019 8:00 | 1/28/2019 17:00 | 42 |
| 44 | Correct any problems identified (Repeat as needed) | 1 day | 1/29/2019 8:00 | 1/29/2019 17:00 | 43 |
| 45 | Re-testing (Repeat as needed) | 1 day | 1/30/2019 8:00 | 1/30/2019 17:00 | 44 |
| 46 | Final Acceptance | 1 day | 1/31/2019 8:00 | 1/31/2019 17:00 | 45 |
| 47 | Local Inmate Data System (LIDS) Web Services | 46 days | 11/2/2018 8:00 | 1/4/2019 17:00 | 1 |
| 48 | Richmond to submit requests to LIDS Admin for approval if required | 1 day | 11/2/2018 8:00 | 11/2/2018 17:00 | |
| 49 | LIDS Admin to provide schemas to CSI | 20 days | 11/2/2018 8:00 | 11/29/2018 17:00 | |
| 50 | Review schema with clients & interface partners to confirm desired results | 1 day | 11/5/2018 8:00 | 11/5/2018 17:00 | 48 |
| 51 | CSI to code interfaces to work with InfoShare | 40 days | 11/6/2018 8:00 | 12/31/2018 17:00 | 50 |
| 52 | Testing (Testing Plan Pending) | 1 day | 1/1/2019 8:00 | 1/1/2019 17:00 | 51 |
| 53 | Correct any problems identified (Repeat as needed) | 1 day | 1/2/2019 8:00 | 1/2/2019 17:00 | 52 |
| 54 | Re-testing (Repeat as needed) | 1 day | 1/3/2019 8:00 | 1/3/2019 17:00 | 53 |
| 55 | Final Acceptance | 1 day | 1/4/2019 8:00 | 1/4/2019 17:00 | 54 |
| 56 | Keefe Commissary Network (KCN) | 45 days | 11/2/2018 8:00 | 1/3/2019 17:00 | 1 |
| 57 | Richmond to submit requests to KCN Admin for approval | 1 day | 11/2/2018 8:00 | 11/2/2018 17:00 | |
| 58 | KCN Admin to provide schemas to CSI | 19 days | 11/5/2018 8:00 | 11/29/2018 17:00 | 57 |
| 59 | Review schema with clients & interface partners to confirm desired results | 1 day | 11/5/2018 8:00 | 11/5/2018 17:00 | 57 |
| 60 | CSI to code interfaces to work with InfoShare | 40 days | 12/28/2018 8:00 | 12/28/2018 17:00 | 57 |
| 61 | Testing (Testing Plan Pending) | 1 day | 12/31/2018 8:00 | 12/31/2018 17:00 | 60 |
| 62 | Correct any problems identified (Repeat as needed) | 1 day | 1/1/2019 8:00 | 1/1/2019 17:00 | 61 |
| 63 | Re-testing (Repeat as needed) | 1 day | 1/2/2019 8:00 | 1/2/2019 17:00 | 62 |
| 64 | Final Acceptance | 1 day | 1/3/2019 8:00 | 1/3/2019 17:00 | 63 |
| 65 | LexisNexis | 534 days | 1/31/2017 8:00 | 2/15/2019 17:00 | 1 |
| 66 | Richmond to submit requests to LexisNexis for approval | 19 days | 1/31/2017 8:00 | 11/2/2018 9:31 | |
| 67 | LexisNexis to provide connection information | 30 days | 11/2/2018 8:00 | 12/13/2018 17:00 | |

| | | | | | |
|-----|--|---------|-----------------|------------------|-----|
| 68 | LexisNexis to provide schema to CSI | 1 day | 12/14/2018 8:00 | 12/14/2018 17:00 | 67 |
| 69 | Review schema with clients & interface partners to confirm desired results | 1 day | 12/17/2018 8:00 | 12/17/2018 17:00 | 68 |
| 70 | CSI to code interfaces to work with InfoShare | 40 days | 12/18/2018 8:00 | 2/11/2019 17:00 | 69 |
| 71 | Testing (Testing Plan Pending) | 1 day | 2/12/2019 8:00 | 2/12/2019 17:00 | 70 |
| 72 | Correct any problems identified (Repeat as needed) | 1 day | 2/13/2019 8:00 | 2/13/2019 17:00 | 71 |
| 73 | Re-testing (Repeat as needed) | 1 day | 2/14/2019 8:00 | 2/14/2019 17:00 | 72 |
| 74 | Final Acceptance | 1 day | 2/15/2019 8:00 | 2/15/2019 17:00 | 73 |
| 75 | Quetel | 47 days | 11/2/2018 8:00 | 1/7/2019 17:00 | 1 |
| 76 | Richmond to submit requests to Quetel Admin for approval | 1 day | 11/2/2018 8:00 | 11/2/2018 17:00 | |
| 77 | Quetel to provide schema to CSI | 1 day | 11/5/2018 8:00 | 11/5/2018 17:00 | 76 |
| 78 | Review schema with clients & interface partners to confirm desired results | 1 day | 11/6/2018 8:00 | 11/6/2018 17:00 | 77 |
| 79 | CSI to code interfaces to work with InfoShare | 40 days | 11/7/2018 8:00 | 1/1/2019 17:00 | 78 |
| 80 | Testing (Testing Plan Pending) | 1 day | 1/2/2019 8:00 | 1/2/2019 17:00 | 79 |
| 81 | Correct any problems identified (Repeat as needed) | 1 day | 1/3/2019 8:00 | 1/3/2019 17:00 | 80 |
| 82 | Re-testing (Repeat as needed) | 1 day | 1/4/2019 8:00 | 1/4/2019 17:00 | 81 |
| 83 | Final Acceptance | 1 day | 1/7/2019 8:00 | 1/7/2019 17:00 | 82 |
| 84 | VSP Central Criminal Records Exchange (CCRE) LiveScan | 10 days | 2/28/2019 8:00 | 3/13/2019 17:00 | 1 |
| 85 | CSI to install necessary components for LiveScan interface | 10 days | 2/28/2019 8:00 | 3/13/2019 17:00 | 188 |
| 86 | CSI to work with local network administrators to make needed network connections | 1 day | 2/28/2019 8:00 | 2/28/2019 17:00 | 188 |
| 87 | Testing (Testing Plan Pending) | 1 day | 2/28/2019 8:00 | 2/28/2019 17:00 | 188 |
| 88 | Correct any problems identified (Repeat as needed) | 1 day | 3/1/2019 8:00 | 3/1/2019 17:00 | 87 |
| 89 | Re-testing (Repeat as needed) | 1 day | 3/4/2019 8:00 | 3/4/2019 17:00 | 88 |
| 90 | Final Acceptance | 1 day | 3/5/2019 8:00 | 3/5/2019 17:00 | 89 |
| 91 | | | | | |
| 92 | Richmond PD - Agency Hardware | 62 days | 1/3/2019 8:00 | 3/29/2019 17:00 | 1 |
| 93 | CSI to provide minimum Hardware specifications (Desktop & MDT Devices) | 1 day | 1/3/2019 8:00 | 1/3/2019 17:00 | 161 |
| 94 | Richmond Agencies to report that their hardware meets/exceeds requirements | 60 days | 1/4/2019 8:00 | 3/28/2019 17:00 | 93 |
| 95 | Deficiencies to be reported by Richmond PD to CSI | 1 day | 3/29/2019 8:00 | 3/29/2019 17:00 | 94 |
| 96 | | | | | |
| 97 | Gap Analysis & Agency Development - All Agencies | 78 days | 11/2/2018 8:00 | 2/19/2019 17:00 | 1 |
| 98 | Richmond Police Department | 78 days | 11/2/2018 8:00 | 2/19/2019 17:00 | 1 |
| 99 | Meet with RPD Admin to discuss Agency Structure & General Workflow | 1 day | 11/2/2018 8:00 | 11/2/2018 17:00 | 1 |
| 100 | CSI to provide an Excel Questionnaire to aid in initial development | 25 days | 11/5/2018 8:00 | 12/7/2018 17:00 | 99 |
| 101 | RPD to return the completed form | 18 days | 12/10/2018 8:00 | 1/2/2019 17:00 | 100 |

| | | | | | |
|-----|--|---------|-----------------|------------------|---------|
| 102 | Review returned questionnaire with CSI Engineers | 1 day | 1/3/2019 8:00 | 1/3/2019 17:00 | 101 |
| 103 | Prototype Configuration - CSI Engineers code in initial information | 2 days | 1/4/2019 8:00 | 1/7/2019 17:00 | 102 |
| 104 | Groups/Staff | 2 days | 1/4/2019 8:00 | 1/7/2019 17:00 | 102 |
| 105 | Permissions & Security | 2 days | 1/4/2019 8:00 | 1/7/2019 17:00 | |
| 106 | ID & Password Administration | 1 day | 1/4/2019 8:00 | 1/4/2019 17:00 | |
| 107 | Support Files | 2 days | 1/4/2019 8:00 | 1/7/2019 17:00 | |
| 108 | Event Setup | 2 days | 1/4/2019 8:00 | 1/7/2019 17:00 | |
| 109 | Document Management Structure | 2 days | 1/4/2019 8:00 | 1/7/2019 17:00 | |
| 110 | System Administration functions | 1 day | 1/4/2019 8:00 | 1/4/2019 17:00 | |
| 111 | CSI to provide initiation script for browser settings, PDF viewer, etc. to ensure smooth operation | 1 day | 1/4/2019 8:00 | 1/4/2019 17:00 | 102 |
| 112 | CSI Account Managers schedule on site Gap Analysis Review with End Users | 56 days | 11/2/2018 8:00 | 1/18/2019 17:00 | |
| 113 | Meet with Command Staff & Provide High Level Overview | 1 day | 11/2/2018 8:00 | 11/2/2018 17:00 | |
| 114 | Meet with designated Staff to identify gaps | 10 days | 1/3/2019 8:00 | 1/16/2019 17:00 | 113,101 |
| 115 | Develop Use Case scenarios to ensure needs are met | 2 days | 1/17/2019 8:00 | 1/18/2019 17:00 | 114 |
| 116 | CSI Account Managers document configurations that must be made | 3 days | 1/21/2019 8:00 | 1/23/2019 17:00 | 115 |
| 117 | RPD Admin reviews recommended configuration changes and grant authorization for changes | 3 days | 1/24/2019 8:00 | 1/28/2019 17:00 | 116 |
| 118 | CSI Engineers code the required configurations | 10 days | 1/29/2019 8:00 | 2/11/2019 17:00 | 117 |
| 119 | CSI AM review the changes with the End Users/RPD Admin | 1 day | 2/12/2019 8:00 | 2/12/2019 17:00 | 118 |
| 120 | Repeat process as needed | 1 day | 2/13/2019 8:00 | 2/13/2019 17:00 | 119 |
| 121 | Testing (Testing Plan Pending) | 3 days | 2/14/2019 8:00 | 2/18/2019 17:00 | 120 |
| 122 | Final Acceptance | 1 day | 2/19/2019 8:00 | 2/19/2019 17:00 | 121 |
| 123 | Sheriff's Office for the City of Richmond | 54 days | 11/2/2018 8:00 | 1/16/2019 17:00 | |
| 124 | Meet with Sheriff's Admin to discuss Agency Structure & General Workflow | 1 day | 11/2/2018 8:00 | 11/2/2018 17:00 | |
| 125 | CSI to provide an Excel Questionnaire to aid in initial development | 1 day | 11/5/2018 8:00 | 11/5/2018 17:00 | 124 |
| 126 | Sheriff's to return the completed information | 30 days | 11/6/2018 8:00 | 12/17/2018 17:00 | 125 |
| 127 | Review returned questionnaire with CSI Engineers | 1 day | 12/18/2018 8:00 | 12/18/2018 17:00 | 126 |
| 128 | Prototype Configuration - CSI Engineers code in initial information | 2 days | 12/19/2018 8:00 | 12/20/2018 17:00 | 127 |
| 129 | Groups/Staff | 2 days | 12/19/2018 8:00 | 12/20/2018 17:00 | |
| 130 | Permissions & Security | 2 days | 12/19/2018 8:00 | 12/20/2018 17:00 | |
| 131 | ID & Password Administration | 1 day | 12/19/2018 8:00 | 12/19/2018 17:00 | |
| 132 | Support Files | 2 days | 12/19/2018 8:00 | 12/20/2018 17:00 | |
| 133 | Event Setup | 2 days | 12/19/2018 8:00 | 12/20/2018 17:00 | |
| 134 | Document Management Structure | 2 days | 12/19/2018 8:00 | 12/20/2018 17:00 | |
| 135 | System Administration functions | 1 day | 12/19/2018 8:00 | 12/19/2018 17:00 | |

| | | | | | |
|-----|--|---------|-----------------|------------------|-----|
| 136 | CSI to provide initiation script for browser settings, PDF viewer, etc. to ensure smooth operation | 1 day | 12/19/2018 8:00 | 12/19/2018 17:00 | 127 |
| 137 | CSI Account Managers schedule on site Gap Analysis Review with End Users | 5 days | 12/20/2018 8:00 | 12/26/2018 17:00 | 136 |
| 138 | Meet with Command Staff & Provide High Level Overview | 1 day | 12/20/2018 8:00 | 12/20/2018 17:00 | |
| 139 | Meet with designated Staff to identify gaps | 2 days | 12/21/2018 8:00 | 12/24/2018 17:00 | 138 |
| 140 | Develop Use Case scenarios to ensure needs are met | 2 days | 12/25/2018 8:00 | 12/26/2018 17:00 | 139 |
| 141 | CSI Account Managers document configurations that must be made | 3 days | 12/27/2018 8:00 | 12/31/2018 17:00 | 140 |
| 142 | Sheriff's Admin reviews recommended configuration changes and grant authorization for changes | 1 day | 1/1/2019 8:00 | 1/1/2019 17:00 | 141 |
| 143 | CSI Engineers code the required configurations | 5 days | 1/2/2019 8:00 | 1/8/2019 17:00 | 142 |
| 144 | CSI AM review the changes with the End Users/Sheriff's Admin | 1 day | 1/9/2019 8:00 | 1/9/2019 17:00 | 143 |
| 145 | Repeat process as needed | 1 day | 1/10/2019 8:00 | 1/10/2019 17:00 | 144 |
| 146 | Testing (Testing Plan Pending) | 3 days | 1/11/2019 8:00 | 1/15/2019 17:00 | 145 |
| 147 | Final Acceptance | 1 day | 1/16/2019 8:00 | 1/16/2019 17:00 | 146 |
| 148 | Virginia Commonwealth University Campus Police Dept. | 17 days | 11/2/2018 8:00 | 11/26/2018 17:00 | |
| 149 | CSI Account Managers schedule on site Gap Analysis Review with University PD Designated End User | 5 days | 11/2/2018 8:00 | 11/8/2018 17:00 | |
| 150 | Meet with Command Staff & Provide High Level Overview | 1 day | 11/2/2018 8:00 | 11/2/2018 17:00 | |
| 151 | Meet with designated Staff to identify gaps | 2 days | 11/5/2018 8:00 | 11/6/2018 17:00 | 150 |
| 152 | Develop Use Case scenarios to ensure needs are met | 2 days | 11/7/2018 8:00 | 11/8/2018 17:00 | 151 |
| 153 | CSI Account Managers document configurations that must be made | 1 day | 11/9/2018 8:00 | 11/9/2018 17:00 | 152 |
| 154 | Steering Committee reviews recommended configuration changes and grant authorization for changes | 5 days | 11/12/2018 8:00 | 11/16/2018 17:00 | 153 |
| 155 | CSI Engineers code the required configurations | 5 days | 11/19/2018 8:00 | 11/23/2018 17:00 | 154 |
| 156 | CSI to provide initiation script for browser settings, PDF viewer, etc. to ensure smooth operation | 1 day | 11/19/2018 8:00 | 11/19/2018 17:00 | 154 |
| 157 | CSI AM review the changes with the End Users/Steering Committee | 1 day | 11/20/2018 8:00 | 11/20/2018 17:00 | 156 |
| 158 | Repeat process as needed | 1 day | 11/21/2018 8:00 | 11/21/2018 17:00 | 157 |
| 159 | Testing (Testing Plan Pending) | 3 days | 11/22/2018 8:00 | 11/26/2018 17:00 | 158 |
| 160 | Infrastructure Construction | 83 days | 11/2/2018 8:00 | 2/26/2019 17:00 | |
| 161 | Amazon Government Cloud platform to be utilized | 44 days | 11/2/2018 8:00 | 1/2/2019 17:00 | |
| 162 | Richmond AD Prep/Analysis | 3 days | 1/3/2019 8:00 | 1/7/2019 17:00 | 161 |
| 163 | VPN Planning, Forms, Approvals | 10 days | 1/8/2019 8:00 | 1/21/2019 17:00 | 162 |
| 164 | Network Analysis & Planning | 10 days | 1/22/2019 8:00 | 2/4/2019 17:00 | 163 |
| 165 | Richmond DNS Config | 1 day | 2/5/2019 8:00 | 2/5/2019 17:00 | 164 |
| 166 | VPN Up & Activated | 2 days | 2/6/2019 8:00 | 2/7/2019 17:00 | 165 |
| 167 | CSI & Richmond SQL Build | 3 days | 2/8/2019 8:00 | 2/12/2019 17:00 | 166 |
| 168 | Richmond Firewall and Switch configuration | 3 days | 2/13/2019 8:00 | 2/15/2019 17:00 | 167 |
| 169 | Installation of RMS Software on Richmond Cloud platform | 2 days | 2/18/2019 8:00 | 2/19/2019 17:00 | 168 |

| | | | | | |
|-----|---|---------|----------------|-----------------|-------------|
| 170 | Testing (Testing Plan Pending) | 5 days | 2/20/2019 8:00 | 2/26/2019 17:00 | 169 |
| 171 | Training Plan | 4 days | 2/20/2019 8:00 | 2/25/2019 17:00 | |
| 172 | Administrative User Training | 4 days | 2/20/2019 8:00 | 2/25/2019 17:00 | |
| 173 | Obtain & Schedule Training Facility (Hands on capability recommended) | 1 day | 2/20/2019 8:00 | 2/20/2019 17:00 | 122,147 |
| 174 | Set training schedule | 1 day | 2/21/2019 8:00 | 2/21/2019 17:00 | 173 |
| 175 | Conduct Training - System Administrators (High Level - Systemwide Admin) | 1 day | 2/22/2019 8:00 | 2/22/2019 17:00 | 174 |
| 176 | Conduct Training - System Administrators (Lower Level - Local Agency Administrator) | 1 day | 2/25/2019 8:00 | 2/25/2019 17:00 | 175 |
| 177 | Agency Executives Training (Focus on extracting Data via searches & canned reports) | 3 days | 2/20/2019 8:00 | 2/22/2019 17:00 | |
| 178 | Obtain & Schedule Training Facility (Hands on capability recommended) | 1 day | 2/20/2019 8:00 | 2/20/2019 17:00 | 122,147 |
| 179 | Set training schedule | 1 day | 2/21/2019 8:00 | 2/21/2019 17:00 | 178 |
| 180 | Conduct Training | 1 day | 2/22/2019 8:00 | 2/22/2019 17:00 | 179 |
| 181 | Agency Supervisor & General User Training | 4 days | 2/20/2019 8:00 | 2/25/2019 17:00 | |
| 182 | Obtain & Schedule Training Facility (Hands on capability recommended) | 1 day | 2/20/2019 8:00 | 2/20/2019 17:00 | 122,147 |
| 183 | Set training schedule | 1 day | 2/21/2019 8:00 | 2/21/2019 17:00 | 182 |
| 184 | Agency(ies) to provide & identify command representative | 1 day | 2/22/2019 8:00 | 2/22/2019 17:00 | 183 |
| 185 | Conduct Training | 1 day | 2/25/2019 8:00 | 2/25/2019 17:00 | 184 |
| 186 | Go Live Planning | 61 days | 1/7/2019 8:00 | 4/1/2019 17:00 | |
| 187 | Final testing on the Richmond City Cloud | 1 day | 2/27/2019 8:00 | 2/27/2019 17:00 | |
| 188 | Test Modules Involved from various locations | 1 day | 2/27/2019 8:00 | 2/27/2019 17:00 | 170 |
| 189 | Agency Go Live Final Checklist - | 61 days | 1/7/2019 8:00 | 4/1/2019 17:00 | |
| 190 | Confirm Training is completed | 2 days | 2/25/2019 8:00 | 2/26/2019 17:00 | |
| 191 | Agency Administrative Training Completed | 1 day | 2/26/2019 8:00 | 2/26/2019 17:00 | 175,176 |
| 192 | Agency Executive Training Completed | 1 day | 2/25/2019 8:00 | 2/25/2019 17:00 | 180 |
| 193 | Agency Supervisor & User Training Completed | 1 day | 2/26/2019 8:00 | 2/26/2019 17:00 | 185 |
| 194 | Hardware | 61 days | 1/7/2019 8:00 | 4/1/2019 17:00 | |
| 195 | Confirm the browser configurations have been installed / pushed as a group policy | 1 day | 1/7/2019 8:00 | 1/7/2019 17:00 | 111,136,156 |
| 196 | Confirm that any substarRPDRd hardware has been identified and/or replaced | 1 day | 4/1/2019 8:00 | 4/1/2019 17:00 | 94,95 |
| 197 | Livescan interfaces installed at each agency | 1 day | 3/6/2019 8:00 | 3/6/2019 17:00 | 90 |
| 198 | Software & Setup Confirmation - | 1 day | 2/26/2019 8:00 | 2/26/2019 17:00 | 175,176 |
| 199 | Ensure staff tables are up to date | 1 day | 2/26/2019 8:00 | 2/26/2019 17:00 | 175,176 |
| 200 | Ensure Staff are in correct user groups | 1 day | 2/26/2019 8:00 | 2/26/2019 17:00 | 175,176 |
| 201 | Ensure that any required documents have been uploaded RMS | 1 day | 2/26/2019 8:00 | 2/26/2019 17:00 | 175,176 |
| 202 | Go Live Phase | 1 day? | 2/27/2019 8:00 | 2/27/2019 17:00 | |
| 203 | Go Live Richmond RPD | 1 day? | 2/27/2019 8:00 | 2/27/2019 17:00 | 198 |

| | | | | | |
|-----|------------------------------------|---------|----------------|-----------------|---------|
| 204 | Go Live Richmond Sheriff | 1 day? | 2/27/2019 8:00 | 2/27/2019 17:00 | 198 |
| 205 | Go Live University Police | 1 day? | 2/27/2019 8:00 | 2/27/2019 17:00 | 198 |
| 206 | | | | | |
| 207 | Software Reliability Period | 60 days | 2/28/2019 8:00 | 5/22/2019 17:00 | 203,204 |
| 208 | Software Reliability Review Period | 60 days | 2/28/2019 8:00 | 5/22/2019 17:00 | |

Training Plan

CSI has over 22 years of experience in planning installations, performing data conversions from legacy systems, and providing tailored training sessions for all major categories of staff. Our training implementation strategies have been developed and refined and are successful because we focus on how the system integrates with individual work activities and each staff member's expectations. We include tailored training for the agency's designated System Administrator so that the person(s) in this particular role can perform functions that include support file maintenance, templates/forms/letters maintenance, and staff/group/permissions maintenance which are very easy to learn and operate by your designated staff. The following training services will be provided to the RPD:

- A. A train-the-trainer training program;
- B. An end-user training program;
- C. Online documentation training resources including, but not limited to, all training material, all user documentation and manuals; and
- D. Required Training for all system upgrades or future enhancements to the Records Management System as they become available and are installed

CSI Training Program-Standard

- ✓ Planning for system training should begin at the same time as the project inception. In our experience, to delay this component often adversely affects the outcome of the project.
- ✓ Our training plans include –
 - eLearning components
 - Manual preparation
- ✓ CSI Technology Group strongly recommends hands on training that includes creation of reports, searching, workflow and approval processes, etc. This method ensures uniform use and also that everyone knows their job in the applications.
- ✓ Hands on training can be accomplished in half day sessions in most instances.

CSI Training Program - Customization:

- ✓ Training support as previously determined and agreed to during the initial planning period. The Go-live training classes typically occur the week before the system goes into operation within the unit or section, and the Go-live support commences the following Monday. However, the schedule may be modified for the agency's convenience.
- ✓ Customized training for specific groups of users is available according to the agreed upon schedule. User training includes detailed documentation and reference materials.
- ✓ Trainers/account managers will visit employees at their workstation to monitor performance and to answer questions.
- ✓ The agency will receive electronic copies of the Maintenance and Operations Manual, System Administration Guide and User Guides.

Our training and the implementation time are successful because we focus on how the system integrates with individual work activities and what the individual can expect to get out of the system.

Support Program

Support Model for 24/7/365 agency

CSI's InfoShare™ core application is designed to offer unique comprehensive solutions for public safety organizations. Our solutions are paired with essential support services, including 24/7/365 technical assistance, hands-on support resources, and product upgrades. We are staffed with analysts and managers experienced in public safety systems who work together with our application engineers to ensure that the system functions quickly, efficiently, and accurately.

CSI views each customer's business continuity as a priority, responding to calls for customer service the same business day. Clients can reach their CSI Account Manager by phone or email to report problems or request system changes. InfoShare™'s integrated system design uses the most advanced software technology and is supported by an experienced engineering staff dedicated to each project. This simplifies problem resolution and many issues are resolved the same business day.

Upon installation of InfoShare™, CSI provides maintenance services for each customer under an annual maintenance agreement. This agreement outlines all services and includes telephone hot-line support, consultations with the customer's systems administrator on the operation and utilization of the software and error correction services.

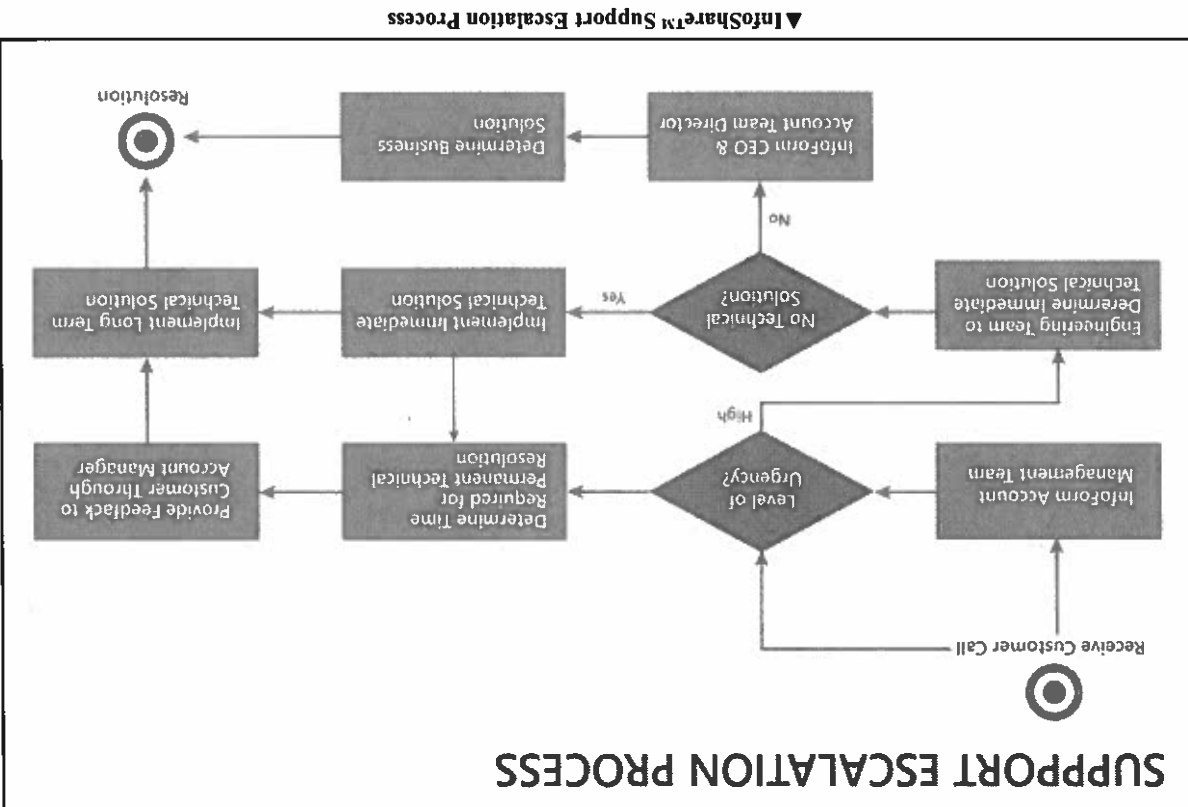
CSI also provides its users the option to utilize its user-friendly work order request management software (*InfoTracker*) to monitor requested system changes and enhancements. This software is customized for each client to track system updates and their status as they migrate across development and testing environments to approval and into production. CSI Account Managers consult regularly with their customers to keep channels of communication open and to stay aware of customer needs.

Service and Escalation Procedure

- ✓ CSI warrants that the software will be operational every hour of each day.
- ✓ Our Service coverage hours are flexible and varied; Some systems are time-sensitive enough to warrant round-the-clock support, even on-site support as requested; others may operate on a more regular, scheduled timeframe. And while our systems are designed to be up and available day, night, weekends, a site using our CAD software for live real-time dispatch would certainly have more intensive needs for vendor support than an Office of Attorney Ethics which deals with 95 - 99% of their workload during M-F, 8am - 5pm. CSI recognizes these needs and works closely with you in matching your needs with our capabilities.
- ✓ CSI will provide a single point of contact for placement of service calls during the service period.
- ✓ CSI will respond to service calls by telephone within one (1) hour and give an estimated time for the resolution of the reported reproducible problem.
- ✓ The Agency will be made aware of conditions that would prevent the normal resolution of the problem.
- ✓ CSI will notify the Agency if a service problem cannot be resolved within a twenty-four (24) hour period of receipt of the initial service call.

The following chart describes the service call escalation process and personnel involved:

SUPPORT ESCALATION PROCESS



For on-going support, coordination between offices will ensure that reported problems are addressed in a timely matter.

Warranties

CSI warrants that the software will be operational every hour of each day. As stated above under Support, CSI views all issues raised during our warranty period as support issues that must be resolved quickly. The following describes CSI's warranted support offerings (they can be modified in the negotiation process).

Performance Period for Acceptance – Software Application

The Performance Period for Acceptance, supported by CSI, shall begin after:

- ✓ Successful completion of all of the User's Acceptance testing.
- ✓ Installation of the proposed application software in the Production Environment.

Operations and Maintenance

The Agency system administrator(s) will provide level 1 (level 1 = initial contact) user support. Issues that cannot be resolved via the Agency system administrator(s) will be forwarded to CSI's account manager.

Maintenance services shall be available to clients who can provide VPN access to CSI engineers. Our service center is on-call between 8:30 AM and 6:00 PM Eastern Standard Time. CSI will respond to a service call, immediately if by phone, and within one hour from receipt of email. After hours, CSI will respond to service calls based on separately negotiated service agreement (this will be negotiated for 24/7/365 support for agencies needing such support).

CSI will comply with the Agency's Change Management Process for testing and implementing system related changes into the Production Environment. This process consists of thorough system testing in the Testing Environment. Following test and acceptance, the system will be uploaded into the Production Environment by CSI.

Level of Support: CSI will provide software support services for remedial maintenance under the proposed maintenance services. The services proposed by CSI include, but are not limited to the following:

- ✓ **Response Time:** CSI's Customer Support Team (account manager) makes every effort to acknowledge the client's support need in real time during regular business hours. The Client can be sure that voice messages and/or e-mail messages will be handled when retrieved. Actual problem resolution time may vary greatly based upon the complexity of the issue being reported. Simple situations are more often resolved during the initial communication.
- ✓ **Help Desk Services:** CSI's account managers will provide help services by telephone to software support technicians and system users.
- ✓ **Software Defects:** CSI will provide resolution to all confirmed software defects within 30 days or a negotiated time period.
- ✓ **Upgrade Support:** CSI will offer, for the full term of the maintenance agreement, support of the proposed system to ensure continued operation during and after application upgrades and implementation of new releases of all software covered under the maintenance agreement.
- ✓ **Enhancements:** CSI will provide enhancement updates to the software as they become available.
- ✓ **VPN Connectivity:** CSI will support remote access via a VPN connection for diagnostics and system maintenance. If VPN connection is not available, CSI shall charge an additional hourly fee of \$50 per hour for modem based support and cannot guarantee service level due to the nature of the database application.
- ✓ **System Support:** System support includes new versions and/or updates as required for all associated System documentation.
- ✓ **Error correction services:** Provided via VPN, and/or VNC connection, consisting of CSI using all reasonable efforts to design code and implement programming changes to the software and to correct reproducible errors therein.
- ✓ **Periodic Performance Testing:** CSI's support team performs periodic testing of the application to identify any maintenance tasks required, to be accomplished either by CSI or the Agency system administrators.

Ongoing Maintenance

CSI regularly provides the following upgrades, as necessary, as part of the contract. All of these upgrades are fully tested before installation and training is provided, if required:

- 1) Patch (.NET Framework)
- 2) MS OS
- 3) MS SQL
- 4) Browser

Our maintenance releases are intended to solve minor problems, typically "bugs" or security issues. New releases/upgrades are revisions of existing software to improve its usefulness and often include enhancements which have been requested by our clients. When new releases become available, the agency project manager is informed and is able to review the changes on the test site before approving the changes to be applied to the production site.

Modifications as a result of mandated state/federal requirements are handled the same way as a maintenance release, such that when modifications become available, the agency project manager is informed and is able to review the changes on the test site before approving the changes to be applied to the production site.

From time to time, customized templates, data backup, hardware maintenance, user pool management, and other user requests will require the agency system administrator's attention. To that end, CSI recommends that the agency identifies one or more system administrator(s) to be trained by CSI to administer these easy to handle functions. These functions include: maintaining users and system security, generating user specific reports, updating user profiles, customizing templates, performing data backup, hardware maintenance, user pool management, and other user's requests.



CSI TECHNOLOGY GROUP
Premier Software Solutions for eGovernment

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SubContracting

CSI Technology Group will not subcontract this project, other than to contract with Amazon Web Services for cloud-hosting our applications. Our own staff will support this project.



Offeror History

For over twenty years, CSI Technology Group's goal has been to develop tools for government agencies to serve our citizens and keep them safe. Utilizing the most current technology available, we have developed software for public safety, prosecutorial, corrections, judicial and regulatory agencies that promote efficiency and communication both within and across organizations. Our products are effective and cost-saving.

Computer Square, Inc, d/b/a CSI Technology Group was formed in November, 1990. We now have close to two decades of experience in planning installations, conducting data conversions from legacy systems, and providing tailored training sessions for all major categories of staff.

Our extensive experience over the past two decades has provided us with insight and the ability to plan smooth implementations for our clients. Some of our clients, such as the New Jersey State Police, serve *millions of citizens* state-wide. However, we know that each installation and organization is different and our project planning and implementation practices are designed to handle the different operating procedures and information technology nuances that every agency has.

We support our project team with an augmented support staff during Go-Live to respond to problems immediately and keep the installation to the timeline. We have developed a problem-reporting tool that is available to the CSI implementation team and to our clients. This tool provides constant communication among the implementation team, the supplemental support staff and our technical engineers, and builds a centralized database of issues for tracking and reference. Using tools such as this has allowed us to resolve problems quickly and avoid similar issues in the future.

While we have provided solutions for many types of agencies, our primary focus is on law enforcement, public safety and prosecutorial agencies. Our RMS is installed in many locations throughout New Jersey and in Pennsylvania, both in single, local police department locations and in

regional settings, of all sizes. At some sites we have installed our CAD system as part of the solution, and in others, we have interfaced with an existing CAD. We have the capability and experience to do either. We have also designed many complementary modules that integrate seamlessly with our CAD and RMS solutions, including Mobile Data Terminal, personnel, fleet management, evidence, e-Ticketing, investigation, intelligence, etc., as well as many tools for operations such as crime mapping and analysis. InfoShare™ is an enterprise class, web-based system solution, accessible via desktop and mobile platforms, hosted locally or on a cloud, and are GI-XML and NIEM compliant to support all law enforcement activities.

Our management and staff have a wide and deep range of experience. William Yeh, CSI's founder and CEO, has led the operations and strategic direction of the company and has successfully provided fully integrated, multi-jurisdictional information sharing systems for police, homeland security, prosecutors and attorneys general offices, departments of correction, judiciary and other criminal justice organizations. Mr. Yeh has partnered with forensic experts, law enforcement leaders and legal scholars to develop solutions that help these agencies fully utilize and share critical information across horizontal and vertical boundaries at all levels of government. He contributes to law enforcement technology forums and associations and brings the latest advances in technology, data sharing, communication and analysis to his clients.

Our senior and account management staff also possess years of experience in various law enforcement, prosecutorial and legal agencies. All of our senior managers have at least six years' experience with CSI and some have over ten. Prior to joining CSI, they were experts in their respective fields elsewhere. Our technical staff have years of formal training in the technology we use, are certified Microsoft technicians and receive continuous on-going training to be proficient in current technology trends. We keep our software up to date and we are continuously improving our products as technology advances.

CSI has the staff and the organization structure to support the Richmond Department of Police project. We have the knowledge and experience to be successful with your project. We truly build a bond with our clients; we see ourselves as your partners in public safety. We know that you rely on us for the service of your products just as the public relies on

you to protect them. Building relationships with our clients by encouraging feedback is the key to building a long term and beneficial relationship.

Computer Square, Inc. is a privately held New Jersey corporation, formed in November, 1990 and registered in New Jersey.

Our company headquarters is located at:
330 Mac Lane
Kearsbey, New Jersey 08832

Our Federal ID number is: 223077430

CSI is not a Subchapter S corporation.
Officers and Directors of the company are:

1. William Yeh, President and CEO
199 Pierce Street
Somerset, NJ 08873
28 years

2. Richard Norcross, Executive Vice President
423 N Exeter St
Margate, NJ 08402
10 years

3. Joseph Britt, Senior Vice President
160 Tillotson Road
Fanwood, NJ 07023
19 years

4. Michael Trahey, Director
336 Buttonwood Lane
Mifflinburg Pa 17844
6 years

5. Joshua Ottenberg, Director
Haddonfield, NJ
5 years

6. Peter Ugaldé, Director
120 Quaker Church Road
Randolph New Jersey 07869
6 years

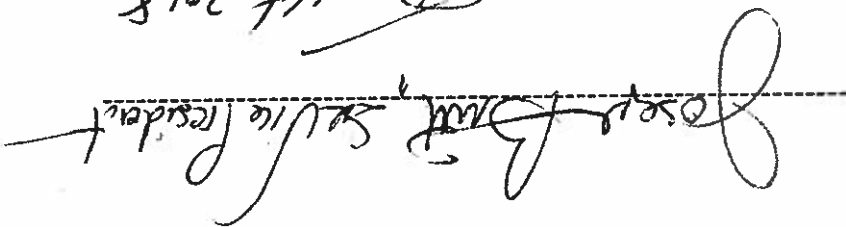
7. Vernon Spencer, Director
34 Sunflower Road
Somerset, NJ 08873
13 years

CSI has a staff of 38 employees.

Computer Square, Inc. has been the official name of our company since inception. We also do business under the name CSI Technology Group.



By submitting its proposal, Computer Square, Inc., d/b/a CSI Technology Group certifies and represents that the information that the Offeror provides in response to this Request for Proposals is accurate and complete as of the date of such submission. If the Offeror provides no information in response to any of the requirements of this Request for Proposals, then the Offeror, by submitting its proposal, certifies and represents that such requirements do not apply because no information exists that would respond to the requirement. The Offeror further covenants that, during the time between the submission of its proposal and the City's announcement of its decision to award the Contract, the Offeror will furnish the City with any changes or additions to such information necessary to ensure that this information remains accurate, complete and up-to-date.



Joseph B. Smith, Sr. Vice President

June 14, 2018

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 Area 23 Parking Tickets Module
 Area 24 Towed Vehicles
 Area 25 Field Reporting
 Area 26 Crime Analysis
 Area 27 Permits and Licensing
 Area 28 Mobile Data Solution
 Area 29 K-9 Module
 Area 30 Jail Management System (JMS)

Area 1 Global Requirements

| Request | | Provide Answer Yes (Y) or No (N) (if required) | |
|---------------------|--|---|--|
| General - Section 1 | | For Each Item | |
| 1 | The system shall be designed to support public/private cloud environments | Y | |
| 2 | The system shall support deployment to a hybrid public/private cloud environment | Y | |
| 3 | The system shall allow different users, agency information, and configurations for each jurisdiction. | Y | |
| 4 | The system shall provide agency-definable code tables that are available throughout the system to standardize the data entry process and enable the agency to tailor code table values throughout the system to meet its needs. | Y | |
| 5 | The system shall support the ability to automatically create a scheduled backup without interrupting normal operations. | Y | |
| 6 | Use of the system and modules shall be permission-based, allowing the designation of agency-defined roles. | Y | |
| 7 | The system shall retain all records entered for the life of the system, in order to enable comprehensive searching and information access. | Y | |
| 8 | The system shall allow print jobs to be directed to various network or local printers. | Y | |
| 9 | The system shall provide helpful functions to assist the user in system navigation and use, including pop-up menus, online help, validation warnings, and automatic checks to prevent the user from exiting a data entry screen without saving the record, transfer of data between databases (eliminating redundant or inaccurate data entry), validation of coded entries against user-defined code tables (ensuring accurate data entry), and backup and edit of any field. | Y | |

Area 1 Global Requirements

| Request | | Provide Answer Yes (Y) or No (N) (if required) | |
|---------|--|---|--|
| 10 | The system shall support the record-keeping requirements of multiple agencies. | Y | |
| 11 | The system shall incorporate use of pull-down menus listing the valid values for a particular field. | Y | |

| | | | | |
|----|--|---|--|--|
| 12 | The system shall allow quick searching with the ability to export results to a Microsoft Excel format with no more than two keystrokes. | Y | | |
| 13 | The system shall allow the user to scroll forward one record at a time or move to the last record on the list using scroll bars, arrow keys, and on-screen buttons. | Y | | |
| 14 | The system shall employ scroll bars to further display or narrow the view of information contained within a particular window. | Y | | |
| 15 | The system shall provide common menu options to control window positioning and logging. | Y | | |
| 16 | The system shall provide an easy access toolbar that allows the user perform common functions such as exit current window, save current record, add a new report, view audit trail, modify or delete current record, or find a record. | Y | | |
| 17 | The system shall issue a warning when the user attempts to close a form without saving it. | Y | | |
| 18 | The system shall provide a Close function that allows the user to exit the current screen and return to the previous screen. | Y | | |
| 19 | The system shall provide a Save function that allows the user to save information added or modified to the current screen. | Y | | |
| 20 | The system shall provide an Add function that allows the user to add a new record. | Y | | |

| Appendix I Global Requirements | | | | |
|--------------------------------|--|---|--|--|
| No. | Requirement | | | |
| 21 | The system shall provide a Modify function that allows the user to make changes to records that have been previously saved. | Y | | |
| 22 | The system shall provide a Delete function that allows the user to delete a record from a form screen. | Y | | |
| 23 | The system shall provide a Synopsis function that allows the user to view information related to a record in outline form by applying one touch of a button. From this view, the user shall be able to navigate to all records displayed by simply selecting the record in the Synopsis. | Y | | |
| 24 | The system shall provide an Undo function that allows the user to undo any information entered into a form prior to saving it. | Y | | |
| 25 | The system shall provide an "up one level" or "breadcrumb" function that allows the user to navigate easily to the parent record. | Y | | |
| 26 | The system shall provide the ability to configure Browse windows with various fonts and colors and allows the user to change the field, order, and colors displayed on the user interface. | Y | | |
| 27 | The system shall provide a Change Password function that allows the user to change their login password without System Administrator intervention. | Y | | |
| 28 | The system shall provide a Main Menu function that allows the user to exit the current screen without closing it and go to the Main Menu screen. | Y | | |
| 29 | The system shall provide a Historical Data function that allows the user to import data from the historical information into the production RMS database with the click of one button. | Y | | |

| Appendix I Global Requirements | | | | |
|--------------------------------|---|---|--|--|
| No. | Requirement | | | |
| 30 | The system shall provide automatic entry of current date with the use of hot keys. | Y | | |
| 31 | The system shall provide an Audit Trail function that allows the user to view a detailed record of all changes that have been made to a record, including the date and time of the change, who made the change, and the before and after values of the changed field. | Y | | |
| 32 | The system shall provide a Record History option that allows the user to view when a record was entered and/or edited, and the network location of record entry/edit. | Y | | |
| 33 | The system shall alert the user of any unserved civil papers or outstanding warrants stored in the system. | Y | | |
| 34 | The system shall allow the user the option to either view or ignore the visual warning regarding unserved papers or records. | Y | | |
| 35 | The system shall provide enables the user to query NCIC and prefix the query screens with name and vehicle information available from the record. | Y | | |
| 36 | The system shall provide Master Name Alerts throughout RMS. | Y | | |
| 37 | The system shall provide the ability to use standard time or military time. | Y | | |
| 38 | The system shall provide the ability to print any of the RMS screens to a printer. | Y | | |
| Security - Section 2 | | | | |
| 1 | The system shall ensure content integrity by providing a Central Configuration module that allows the owning jurisdictions to restrict file/information usage. | Y | | |

| Appendix I Global Requirements | | | | |
|--------------------------------|--|---|--|--|
| No. | Requirement | | | |
| 2 | The system shall support an open, secure standards-based API to create, read, update and delete records in the system. | Y | | |
| 3 | The system shall enable the System Administrator to set up user permissions based on jurisdiction. | Y | | |
| 4 | The system shall allow the System Administrator to set up user permissions based on user ID, module, and function. | Y | | |

| No. | Request | | |
|----------------------------|---|---|--|
| 4 | The system shall provide a keyword function that allows the user to search on keywords through predetermined fields set up in a keyword list. | Y | |
| 5 | The system shall display a Browse list of all records meeting the search criteria. | Y | |
| 6 | The system shall provide a Seek option that allows the user to filter the records displayed in a Browse list. | Y | |
| 7 | The system shall provide a Seek function that allows the user to search for items using multiple criteria. | Y | |
| 8 | The system shall provide a Seek function that features a pull-down selection menu of search methods, including finding values that are greater than or equal to the entered value; less than or equal to the entered value; equal to the entered value; greater than the entered value; less than the entered value; not equal to the entered value entered; between the entered values; like the entered value; and match any of a list of entered values. | Y | |
| 9 | The system shall provide a View Manager function that allows the user to choose fields, define their sort order, and apply filters for records displayed in a Browse list. | Y | |
| 10 | The system shall provide several ways to search for help, including search for specific words, help topics, and the contents of the Help file itself. | Y | |
| Reports - Section 7 | | | |
| 1 | The system shall provide a Reports function that allows the user to view various predefined statistical field reports or design a report using the information from the database. | Y | |

| Appendix I - Global Requirements | | | |
|---|---|---|--|
| No. | Request | | |
| 2 | The system shall allow the user to send a report to a file so that the data can be imported to a text-based or word processing application (e.g., Microsoft Word) or a spreadsheet (e.g., Microsoft Excel), PDF, XML, and JSON formats. | Y | |
| 3 | The system shall allow the user to create synopsis reports that provide statistics on the number of closed incidents and average number of days to clear cases. | Y | |
| 4 | The system shall provide a Report Preview window that includes scrolling, printing, exporting, and zooming functions. | Y | |
| 5 | The system shall provide an ad hoc reporting function that allows the user to create and customize reports using information from the database. | Y | |
| 6 | The system shall prompt the user to name and save the ad hoc report so that it can be retrieved via a Browse list for future use. | Y | |
| 7 | The system shall provide ad hoc reporting functions to add a table, link tables, select fields, edit field properties, format reports, preview reports, save reports, and print reports. | Y | |
| 8 | The system shall provide facilities to create reports and graphs using data from the agency's records. | Y | |
| 9 | The system shall include the following predefined reports: | Y | |
| | a. Arrest Report | Y | |
| | b. Custody Report | Y | |
| | c. Case Management Activity Summary Report | Y | |
| | d. Civil Cover Letter | Y | |
| | e. Civil Papers Report | Y | |
| | f. Evidence Report | Y | |
| | g. Incident Media Report | Y | |

| Appendix I - Global Requirements | | | |
|---|---|---|--|
| No. | Request | | |
| | h. Incident Open Cases By Officer Report | Y | |
| | i. Outstanding Parking Tickets | Y | |
| | j. Pawn Report | Y | |
| | k. RMS Monthly Report | Y | |
| | l. RMS Person History Report | Y | |
| | m. Warrant Report | Y | |
| | n. Case numbers issued each day | Y | |
| | o. UCR and IBRS state reporting | Y | |
| | q. Forms from attachment III | Y | |
| | r. Case report for submission to Commonwealth Attorney (electronic and printable formats) | Y | |
| HELP - Section 8 | | | |
| 1 | The system shall include a Help menu for all screens and forms, accessible via the mouse or a keyboard command. | Y | |

| | | | |
|--|---|---|--|
| 2 | The system shall provide online help documentation on how to use the software. | Y | |
| 3 | The system shall provide examples, reference information about using the software, and links to other related help topics. | Y | |
| 4 | The system shall provide a Contents category grouped under general overview headings. | Y | |
| 5 | The system shall provide an Index category containing a comprehensive online Help Index. | Y | |
| 6 | The system shall provide a Find category that allows the user to search for particular words and phrases in Help topics instead of searching for information by category. | Y | |
| 7 | The system shall provide a Help Tool menu, which provides shortcuts to any other helpful program to start from within the module. | Y | |
| Address Verification and Mapping - Section 9 | | | |

| Ave 1 Global Requirements | | | |
|---------------------------|--|---|--|
| No. | Requirement | | |
| 1 | The system shall provide ESRI-based address verification. | Y | |
| 2 | The system shall provide the ability to pin map valid addresses on a map from within the RMS. | Y | |
| 3 | The system shall provide facilities to retrieve and store additional address data including XY coordinates when an address is validated. | Y | |
| 4 | The system shall provide a visual indicator if the address is/is not valid. | Y | |
| 5 | The system shall provide a list of the closest addresses if an invalid address is entered. | Y | |
| 6 | The system shall provide the ability to schedule the automatic resolution of addresses within the master address file that is based on an agency-defined confidence score and resolution schedule. | Y | |
| 7 | The system shall provide a log of the actions taken by the automatic address resolution utility. | Y | |
| 8 | The system shall provide a link from the event address record to the master address record. | Y | |
| 9 | The system shall provide the ability to pin map a valid address from any event screen. | Y | |
| 10 | System must utilize Esri 10.1 GIS Server or greater as a base mapping component throughout the RMS and Mobile system | Y | |
| 11 | System must seamlessly integrate ESRI ARCGIS Online and Portal to provide real time Location Analytics. | Y | |

| Microfilm - Section 9 | | | |
|---|---|---|--|
| 1 | The system shall provide integration with legacy microfilm. | Y | |
| a VENDOR REQUIREMENT: Identify any functions not supported and any data elements not captured | | | |
| Notifications - Section 9 | | | |
| 1 | The system shall provide individual and/or group notification functions based on the following conditions | Y | |
| | a Flagged individual has been contacted | Y | |
| | b Member of flagged group has been contacted | Y | |
| | c Activity at a specific address | Y | |

| Ave 1 Global Requirements | | | |
|---------------------------|---|---|--|
| No. | Requirement | | |
| d | Vehicle has been contacted | Y | |
| e | Flagged report has been viewed or updated | Y | |

Area 2 Master Indexes

Provide Answer
Yes (Y) or No (N)

Explanation
(if required)

Request

Master Index Entries - Section 1

Unique master indexes shall be provided for each major data type, including:

- Name Index
- Vehicle Index
- Property Index
- Location Index
- Organization Index

Master Name Index (MNI) - Section 2

The RMS Master Index function shall link name, location, vehicle, and property data from every RMS entry (e.g., incident report, arrest report, field interview, accident report, etc.) to a single master record for each unique entity.

Each name entered into RMS shall be linked to an existing Master Name record or, if no such record exists, the system shall create a new Master Name record.

If the same person or organization is subsequently involved in another event, the newer data shall be added to the single Master Name record and be linked to all of the other associated events so that by querying that name, the system shall produce a synopsis of all the associated involvements.

Master Name Records

Each Master Name record shall contain the most recent data for a person including:

- Name Type (Person or Organization)
- Person Name (First, Middle, Last, Suffix, Moniker)

Area 2 Master Indexes

No

Request

Person Demographics (Place of Birth, Date of Birth, Age/Range, Gender, Race, Ethnicity, Height, Weight, Build, Hair Color, Hair Length, Hair Style, Eye Color, Eyeglasses, Facial Hair, Skin Type, Scars/Marks/Tattoos)

Person Identification (Single Social Security Number, Single Driver's License Number with Issuing State and Expiration Date and Multiple FBI Number/State ID number, Local ID Number, Miscellaneous Identification Numbers with ID Type and ID Issuer for each Miscellaneous Identification Record)

Primary Address (Street Address, Apartment, PO Box, City, State, Postal Code, County, Country)

Telephone Numbers (Home, Cell, Work, Other, additional numbers as required)

Employment (Occupation, Employer, Employer Address, City, State, Postal Code, Telephone Number)

Miscellaneous Information (Resident Status, Marital Status, Attorney of Record, Parole/Probation status)

NCIC Fingerprint Identification (FPC Codes)

VENDOR: Identify any data elements not captured.

The system shall accommodate person names and business names in the Master Name Index and distinguish between the two types in queries or, alternately, shall provide a separate Master Organization Index for business names.

VENDOR: State if combined or separate name and organization indexes.

The system shall allow the user to add Name records directly into the Master Name Index without any other associated record

The system shall allow the user to note scars, marks, tattoos, and other body identifiers using front and back body diagrams.

The system shall allow Modus Operandi (MO) information for a person to be recorded within or associated with a Master Name record.

The system shall allow the user to associate multiple digital images, documents, or other objects with each Master Name record (as described in separately documented specifications for the Images function). The actual number of images, documents, or other objects shall be limited only by the hardware, operating system, and/or database platform sizing restrictions.

12

Y

Area 2 Master Indexes

No

Request

The system shall allow an unrestricted number of alias names to be associated with a Master Name record.

The system shall allow an unrestricted number of known associates to be linked to a Master Name record.

The system shall allow gang affiliations to be recorded within or associated with a Master Name record.

The system shall allow Modus Operandi (MO) information for a person to be recorded within or associated with a Master Name record.

The system shall allow the user to associate multiple digital images, documents, or other objects with each Master Name record (as described in separately documented specifications for the Images function). The actual number of images, documents, or other objects shall be limited only by the hardware, operating system, and/or database platform sizing restrictions.

11

Y

10

Y

9

Y

8

Y

7

Y

6

Y

5

Y

4

Y

3

Y

2

Y

1

Y

| | | |
|----------------------|--|---|
| 13 | The system shall allow alerts associated with a Master Name record to warn or inform the user of special circumstances whenever the Master Name record is queried. | Y |
| Name Matching | | |
| 14 | When a user adds a record or report that contains information on a person or organization to RMS, the system shall initiate a process to assist the user in matching the name with an existing Master Name record. | Y |
| 15 | The name matching process shall first present a list of possible matches with existing Master Name records so the user can decide whether the new information should be associated to an existing Master Name record or if a new Master Name record should be created. | Y |

| Alert 2 Master Indexes | | |
|-------------------------------|---|---|
| No. | Request | |
| 16 | A query of the Master Name Index produces a synopsis of all known contacts in RMS for the person or organization and allows the user to "drill down" into specific reports and records. | Y |
| 17 | The system shall allow the following detailed records to be accessed directly from a response to a Master Name Index query: | Y |
| | a) Person or organization details | Y |
| | b) Associated RMS events (e.g., incident report, arrest report, field interview, accident report, etc.) | Y |
| | c) Alias names | Y |
| | d) Known associates | Y |
| | e) Gang affiliations | Y |
| | f) Known Modus Operandi | Y |
| | g) Monikers | Y |
| | h) Digital images and/or multimedia documents | Y |
| 18 | When the user adds or updates a Name record, the system shall automatically notify the user of any active warnings or alerts associated with the name. | Y |
| 19 | When the user adds or updates a Warrant record, the system shall automatically notify the user of any active warnings or alerts associated with the name. | Y |
| 20 | When the user adds or updates a Name record, the system shall automatically notify the user of any active warrants associated with the name. | Y |
| 21 | When the user adds or updates a Name record, the system shall automatically notify the user of any active civil papers associated with the name. | Y |
| Remote VCIN Queries | | |

| Alert 2 Master Indexes | | |
|--------------------------------|---|---|
| No. | Request | |
| 22 | The system shall allow State VCIN, NCIC, and DMV Person queries to be initiated from the Master Name record or at the individual report or record level. | Y |
| Master Name Maintenance | | |
| 23 | The system shall provide utilities for authorized users to manipulate Master Name record associations in cases where the normal processes do not meet special requirements, and/or to correct user errors or omissions. | Y |
| 24 | The system shall allow two Master Name records to be merged into a single record. | Y |
| 25 | The system shall allow two or more Master Name records to be linked without being merged. | Y |
| 26 | The system shall allow linked Master Name records to be detached. | Y |
| 27 | The system shall allow linked Master Name and Alias Name records to be detached. | Y |
| 28 | The system shall allow authorized users to perform Master Name Index maintenance functions separate from authorizations for other RMS or name-related transactions. | Y |
| 29 | The system provides a Synopsis feature to display an individual's history throughout the RMS. | Y |
| 30 | The Master Name Index shall provide a Person History report that includes a person's image, previous address history, and all involvements tracked in the system sortable by recent contact date. | Y |
| 31 | The system shall allow the user to navigate to the Civil and Warrant modules directly from a Person record in Master Name Index. | Y |
| 32 | The system shall allow the user to view the Warrant records associated with a Master Name directly from the Master Name Index. | Y |

| Alert 2 Master Indexes | | |
|-------------------------------|---------|--|
| No. | Request | |

| | | |
|---|---|---|
| 33 | The system shall allow the user to view the Civil records associated with a Master Name directly from the Master Name Index. | Y |
| 34 | The system shall allow the user to add alerts to a Master Name record that can be viewed throughout RMS when the name is entered or updated. | Y |
| Master Vehicle Index (MVI) - Section 3 | | |
| 1 | The Master Vehicle Index (MVI) is the central data point that links all Vehicle records entered into RMS. The system shall allow each Master Vehicle record to contain the most recent data and a chronological history for all RMS interactions with a vehicle or other item of conveyance including: a Vehicle Identification Number (VIN) b Vehicle License (License Number, State of Issuance, Expiration Date) c Vehicle Description (Vehicle Type, Make, Model, Style, Color) d Person Name (First, Middle, Last, Suffix, Moniker) e Person Address (Street Address, Apartment, PO Box, City, State, Postal Code, County, Country) f Person Telephone Number g VENDOR: Identify any data elements not captured. | Y |
| 2 | The system shall allow the user to add Vehicle records directly into the Master Vehicle Index without any other associated record. | Y |

| | | |
|--|---|---|
| Area 2 Master Indices | | |
| No. | Requirement | |
| 3 | The system shall allow the user to associate multiple digital images, documents, or other objects with each Master Vehicle record (as described in separately documented specifications for the Images function). The actual number of images, documents, or other objects shall be limited only by the hardware, operating system, and/or database platform sizing restrictions. | Y |
| 4 | The system shall automatically attempt to match any newly entered vehicles with a corresponding Master Vehicle record and shall provide the user the option to either link the records or create a new Master Vehicle record. | Y |
| 5 | The system shall allow the user to query the Master Vehicle Index using one or any combination of data fields. | Y |
| 6 | The system shall provide a synopsis feature to display a vehicle's history throughout the RMS with the option to drill down into individual records. | Y |
| 7 | The system shall integrate the Master Vehicle Index with the RMS Property and Evidence module, Citation module, Crash Reports, Towed Vehicles module, Impounded Vehicles module, and Stolen and Recovered Vehicle Information. | Y |
| 8 | The system shall allow the user to initiate State, VCIN, NCIC, and DMV queries from the Master Vehicle record or at the individual report or record level. | Y |
| Master Property Index (MPI) - Section 4 | | |
| 1 | The Master Property Index (MPI) is the central data point that links all Property records entered into RMS. The system shall allow each Master Property record to contain the most recent data and a chronological history and case history for all RMS interactions with an article of property, including: a Property Category b Quantity | Y |

| | | |
|------------------------------|--|---|
| Area 2 Master Indices | | |
| No. | Requirement | |
| | c Make or Brand | Y |
| | d Model | Y |
| | e Serial Number | Y |
| | f Description and Distinguishing Characteristics | Y |
| | g Article Status (stolen, lost, found, etc.) | Y |
| | h Transaction Date | Y |
| | i Value | Y |
| 2 | j VENDOR: Identify any data elements not captured. The system shall allow the user to add Property records directly into the Master Property Index without any other associated record. | Y |
| 3 | The system shall allow the user to associate multiple digital images, documents, or other objects with each Master Property record (as described in separately documented specifications for the Images function). The actual number of images, documents, or other objects shall be limited only by the hardware, operating system, and/or database platform sizing restrictions. | Y |
| 4 | The system shall automatically attempt to match any newly entered property with a corresponding Master Property record and shall provide the user the option to link the records or create a new Master Property record. | Y |
| 5 | The system shall allow the user to query the Master Property Index using one or any combination of data fields. | Y |

| | | |
|---|--|---|
| 6 | The system shall provide a Synopsis feature to display an article's history throughout the RMS with the option to drill down into individual records. | Y |
| 7 | The system shall integrate the Master Property Index with the RMS Property and Evidence module, Pawn module, Arrest Property, Incident Property, etc., to identify the status and location of each article that is currently in custody. | Y |

| Area 2: Master Indices | | |
|---|---|---|
| No. | Request | |
| 8 | The system shall allow the user to initiate State, VCIN, and NCIC property queries from the Master Property record or at the individual report or record level. | Y |
| 9 | The system shall provide a Synopsis feature to display Property records, history, and links throughout the RMS. | Y |
| 10 | The system shall maintain lists of all the names, property, addresses, and vehicles entered into an agency's records from any module. The system shall search the database(s) for matches automatically whenever a new record is added and alert the user whenever a match is found in any Master Index module. | Y |
| 11 | The Master Indices shall eliminate redundant data entry by allowing the reuse of previously stored information. | Y |
| a | VENDOR: In an attachment, describe the included data reuse features and behaviors. | Y |
| 12 | If a match is found when entering any master index information, the system shall allow the user to select the matching record and fill in corresponding text entry fields automatically with the same information. | Y |
| 13 | The system shall allow the user to add information to the Master Indices directly, independent of other records. | Y |
| Master Location Index (MLI) - Section 5 | | |
| | The system shall allow Master Location records to be captured for any location within the political jurisdiction of the supported agencies/jurisdictions. | Y |
| 1 | The system shall allow each Master Location record to include the most recent data and a chronological history for all RMS interactions with a location, including: | Y |
| a | Primary Address (see below for further definition) | Y |
| b | Apartment, Suite, Building, etc. | Y |
| c | City | Y |

| Area 2: Master Indices | | |
|------------------------|--|---|
| No. | Request | |
| d | State | Y |
| e | Postal Code | Y |
| f | County | Y |
| g | VENDOR: Identify any data elements not captured. | Y |
| 2 | The system shall allow the Master Location index to support the following primary address formats: | Y |
| a | Street Address | Y |
| b | Hundreds block range | Y |
| c | Intersections | Y |
| d | Limited Access Roadways (freeways, expressways, divided highways, etc.) | Y |
| e | P.O. Box (only in select instances) | Y |
| f | XYZ coordinates and/or latitude/longitude measurements | Y |
| g | VENDOR: Identify any location formats not supported. | Y |
| 3 | The system shall provide Master Location records for any location within the political jurisdiction of the supported agencies/jurisdictions. | Y |
| 4 | The system shall provide optional address validation that the System Administrator can turn on or off. | Y |
| 5 | The system shall allow the user to associate multiple digital images, documents, or other objects with each Master Location record (as described in separately documented specifications for the Images function). The actual number of images, documents, or other objects shall be limited only by the hardware, operating system, and/or database platform sizing restrictions. | Y |
| 6 | The system shall allow the user to add Location records directly into the Master Location Index without any other associated record. | Y |
| 7 | The system shall produce a comprehensive response to each query and retrieval by name, vehicle, location, organization, and/or property and display all related records in the system. | Y |

Area 2: Master Indices

| Area 3 Case Organization | | Provide Answer Yes (Y) or No (N) for Each Item | | Explanation (if required) | |
|---------------------------------|--|--|--|---------------------------|--|
| Request | | | | | |
| Case Module - Section 1 | | | | | |
| 1 | The RMS includes a distinct module that enables each agency/jurisdiction to organize and access all data associated with a case, including: a Assemble all official information associated with an incident b Consolidate all related follow-up and investigation reports and records c For those incidents documenting a "reportable" criminal offense, validate presence and conformance of data required for mandatory statistical reports | Y | | | |
| 2 | The system shall include a Case module to provide a portal for authorized users to access and/or interact with all information for a single case, including: a Initial Incident Record b Supplemental Incident Record(s) c Associated Offense Record(s) d Associated Location Record(s) e Associated Person Record(s) f Adult Arrest Record(s) g Juvenile Detention Record(s) h Associated Organization Record(s) i Associated Vehicle Record(s) j Associated Property Record(s) k Associated Evidence Record(s) l Associated Drug Record(s) m Associated Interview Record(s) | Y | | | |
| Area 3 Case Organization | | | | | |
| Request | | | | | |
| 3 | The system shall allow the user to associate multiple narratives with each Case record. | Y | | | |
| 4 | The system shall allow the user to associate multiple digital images, documents, or other objects with each Case record (as described in separately documented specifications for the Images function). The actual number of images, documents, or other objects shall be limited only by the hardware, operating system, and/or database platform sizing restrictions. | Y | | | |
| 5 | The system shall not limit the number of Case records allowed to be active at any time or stored in the system at any time. The number of Case records shall be limited only by the hardware, operating system, and/or database platform sizing restrictions. | Y | | | |
| 6 | The system shall use authorization records to define which users can view, add, modify, delete, or print Case records for each agency/jurisdiction. | Y | | | |
| Case Identification - Section 2 | | | | | |
| 1 | The system shall assign each case a unique case number that can be the same as the original Incident Case File number or be from a unique numbering series. | Y | | | |
| 2 | The system shall allow the user to change an assigned case number from within the Case module | Y | | | |
| 3 | The system shall include the CAD incident/call number and agency/jurisdiction for reference when cases are initiated by the Computer Aided Dispatch (CAD) system. | Y | | | |
| Case Classification - Section 3 | | | | | |
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| Area 3 Case Organization | | | | | |
| Request | | | | | |
| 1 | The system shall assign each case a classification of either "REPORTABLE" or equivalent to indicate that the case is to be included in subsequent state- and/or federally mandated crime statistics reports or "NON-REPORTABLE" or equivalent for cases excluded from crime statistic reporting. | Y | | | |
| 2 | The system shall allow the user to place an alert on a case and the user will see a visual indicator that an alert exists for a given case. | Y | | | |

Case Confidentiality - Section 4

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| 1 | The system shall allow the user to place each case in a "confidential" folder that limits access to the case and all associated records to only the person(s) specifically authorized. | Y |
| Incident Processing - Section 5 | | |
| 1 | The system shall allow the user to view, add, modify, delete, print, validate, and approve incident records from the Case module. | Y |
| 2 | The system shall allow the user to enter information related to a crime or non-crime event in an incident record. | Y |
| 3 | The system shall support all functionality described in the separately documented specifications for the Incident function from the Case module. | Y |
| 4 | When the incident record in the Case module is created from data originally captured on a field incident report or combination of field incident and supplement(s) reports, the system shall add a facsimile of the original report in Portable Document Format (.pdf) or similar to the incident record and is unchanged by any additions or updates to the case or subordinate records. | Y |

Case 3 Case Organization

| No. | Request | |
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| 5 | The system shall use an existing incident record as the basis for initializing a new Case record, or create a new incident record directly from the Case module. | Y |
| 6 | The system shall directly link an incident record to other records related exclusively to the incident, including: | Y |
| | a Associated Offense Record(s) | Y |
| | b Associated Person Record(s) | Y |
| | c Associated Adult Arrest or Juvenile Detention Record(s) | Y |
| | d Associated Organization Record(s) | Y |
| | e Associated Vehicle Record(s) | Y |
| | f Associated Property Record(s) | Y |
| | g Associated Drug Record(s) | Y |
| | h Associated Evidence Record(s) | Y |
| | i Associated Interview Record(s) | Y |
| 7 | The system shall include facilities to enable the System Administrator to expose additional fields for data collection beyond those provided with the vendor's baseline incident form. | Y |
| 8 | The system shall allow the user to associate multiple narratives with each incident record. | Y |
| 9 | The system shall allow the user to associate multiple digital images, documents, or other objects with each incident record (as described in separately documented specifications for the Images function). The actual number of images, documents, or other objects shall be limited only by the hardware, operating system, and/or database platform sizing restrictions. | Y |

Case 3 Case Organization

| No. | Request | |
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| 10 | The system shall execute a validation process from within the Case module to verify that the incident data from a reportable case conforms to the validation rules imposed by state and federal agencies responsible for setting crime statistic reporting standards. | Y |
| 11 | The system shall allow uniquely authorized users to approve an incident record from within the Case module in order to "lock" the incident record and prevent any direct changes to the associated data. | Y |
| 12 | The system shall allow the user to only modify or delete incident records from within the Case module prior to approval. | Y |
| 13 | Once an incident record is set to "approved" status, the system shall not allow the original incident record to routinely be modified or deleted in order to preserve the original submission. The system shall document any additions or updates to the original data using a Supplement process or equivalent. | Y |
| 14 | The system shall allow the original approver to temporarily "unlock" a Case record to allow the author to modify the data. | Y |
| 15 | The system shall use authorization records to define which users can view, add, modify, delete, approve, and print incident records for each agency/jurisdiction. | Y |
| Supplement Processing - Section 6 | | |
| 1 | The system shall allow the user to view, add, modify, delete, validate, approve, and print Supplement records from within the Case module for an active case. | Y |

| Area 3 Case Organization | | | |
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| No. | Request | | |
| 2 | The system shall use a Supplement record to add or modify data in an approved Incident record from within the Case module. | Y | |
| 3 | Data changed or added to an Incident record is entered directly into the existing approved Incident form and saved to generate a Supplement record. | Y | |
| 4 | The system shall allow the user to associate multiple narratives with each Supplement record. | Y | |
| 5 | The system shall allow the user to associate multiple digital images, documents, or other objects with each Supplement Case record (as described in separately documented specifications for the Images function). The actual number of Images, documents, or other objects shall be limited only by the hardware, operating system, and/or database platform sizing restrictions. | Y | |
| 6 | The system shall display the before and after values for each Supplement record for any added and/or modified data, along with the ID and name of the user entering the supplement. | Y | |
| 7 | The system shall re-execute the validation process from within the Case module after each supplement transaction from a reportable case in order to correct or update the crime statistics report based on the revised case data. | Y | |
| 8 | The system shall allow uniquely authorized users to approve a Supplement record from within the Case module in order to "lock" the Supplement record and prevent any direct changes to the associated data. | Y | |
| 9 | The system shall provide a function within the Case module to view all changes that have been made to any Incident data after an Incident record has been approved. | Y | |

| Area 3 Case Organization | | | |
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| No. | Request | | |
| 1 | Offense Processing - Section 7 The system shall allow the user to view, add, modify, delete, or print Offense records associated with a case from within the Case module for any active case. | Y | |
| 2 | The system shall allow each case to contain distinct Offense records and/or Offense records that are subordinate to the Incident, Adult Arrestee and/or Juvenile Detention record(s). | Y | |
| 3 | The system shall allow an Offense record to be directly linked to other records related to the case, including: | Y | |
| | a Associated Person Record(s) | Y | |
| | b Associated Adult Arrest or Juvenile Detention Record(s) | Y | |
| | c Associated Organization Record(s) | Y | |
| | d Associated Vehicle Record(s) | Y | |
| | e Associated Property Record(s) | Y | |
| | f Associated Drug Record(s) | Y | |
| | g Associated Evidence Record(s) | Y | |
| | h Associated Interview Record(s) | Y | |
| 4 | The system shall validate data captured with an Offense record against a table of state reporting rules defined by NIBRS/JCR reporting standards. | Y | |
| 5 | The system shall allow Offense codes to can be defined as unique to an individual agency/jurisdiction. | Y | |
| 6 | The table of valid offense codes includes additional data that may define business rules for setting data dependences and other case reporting requirements necessary to satisfy mandated statistical reporting functions. | Y | |

| Area 3 Case Organization | | | |
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| No. | Request | | |
| 7 | The system shall include facilities that enable the System Administrator to expose additional fields for data collection beyond those provided with the vendor's Baseline Offense form. | Y | |
| 8 | The system shall allow the user to associate multiple narratives with each Offense record. | Y | |
| 9 | The system shall allow the user to associate multiple digital images, documents, or other objects with each Offense record (as described in separately documented specifications for the Images function). The actual number of Images, documents, or other objects shall be limited only by the hardware, operating system, and/or database platform sizing restrictions. | Y | |
| 10 | The system shall allow the user to associate multiple digital images, documents, or other objects with each Offense record (as described in separately documented specifications for the Images function). The actual number of Images, documents, or other objects shall be limited only by the hardware, operating system, and/or database platform sizing restrictions. | Y | |

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| 2 | The system shall support all functionality described in separately documented specifications for the Arrest function from within the Case module. | Y |
| 3 | The system shall also allow the user to initiate an Arrest record from the Incident record by simply selecting a named suspect as an arrestee and the associated person and charge data will be imported into the Arrest record without reentering the available data. | Y |
| 4 | The system shall allow an Adult Arrestee record to be directly linked to other records related to the case, including: | Y |
| | a. Associated Offense Record(s) | Y |
| | b. Associated Person Record(s) | Y |
| | c. Associated Organization Record(s) | Y |
| | d. Associated Vehicle Record(s) | Y |
| | e. Associated Property Record(s) | Y |
| | f. Associated Drug Record(s) | Y |
| | g. Associated Evidence Record(s) | Y |
| | h. Associated Interview Record(s) | Y |

| Arrest Case Organization | | |
|--------------------------|---|---|
| No. | Request | |
| 5 | The system shall include facilities to enable the System Administrator to expose additional fields for data collection beyond those provided with the vendor's baseline Adult Arrest form. | Y |
| 6 | The system shall allow the user to associate multiple narratives with each Adult Arrest record. | Y |
| 7 | The system shall allow the user to associate multiple digital images, documents, or other objects with each Arrest record (as described in separately documented specifications for the Images function). The actual number of images, documents, or other objects shall be limited only by the hardware, operating system, and/or database platform sizing restrictions. | Y |
| 8 | The system shall allow the user to associate multiple Adult Arrest records with a single case. | Y |
| 9 | The system shall allow the user to execute a validation process from within the Case module to verify that the arrest data from a reportable case conforms to the validation rules imposed by state and federal agencies responsible for setting crime statistic reporting standards. | Y |
| 10 | Each Arrest record allows for the recording of an arrest disposition. | Y |
| 11 | The system shall allow specially authorized users to expunge an Arrest record from within the Case module as described in separately documented specifications for the Expunge function. | Y |
| 12 | The system shall use authorization records to define which users can view, add, modify, delete, expunge, or print Adult Arrest records for each agency/jurisdiction. | Y |

| Arrest Case Organization | | |
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| No. | Request | |
| 13 | The system shall allow uniquely authorized users to view, add, modify, delete, or print changes to any existing Adult Arrest record from within the Case module. | Y |
| Juvenile Detention Processing - Section 10 | | |
| 1 | The system shall allow Juvenile Detention records to be viewed, added, modified, deleted, expunged, or printed from within the Case module for any active case. | Y |
| 2 | The system shall distinguish Juvenile Detentions are from adult arrests to facilitate unique security rules for the display and dissemination of juvenile identification data. | Y |
| 3 | The system shall support all functionality described in separately documented specifications for the Juvenile Detention function from within the Case module. | Y |
| 4 | The system shall allow the user to directly link a Juvenile Detention record to other "child" records related exclusively to the detained juvenile, including: | Y |
| | a. Detained Person Record | Y |
| | b. Associated Offense Record(s) | Y |
| | c. Associated Person Record(s) | Y |
| | d. Associated Organization Record(s) | Y |
| | e. Associated Vehicle Record(s) | Y |
| | f. Associated Property Record(s) | Y |
| | g. Associated Drug Record(s) | Y |

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| | h Associated Evidence Record(s) | Y |
| | i Associated Interview Record(s) | Y |
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| Area 3 Case Organization | | |
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| No. | Request | |
| 5 | The system shall include facilities to enable the System Administrator to expose additional fields for data collection beyond those provided with the vendor's baseline Juvenile Detention form. | Y |
| 6 | The system shall allow the user to associate multiple narratives with each Juvenile Detention record. | Y |
| 7 | The system shall distinguish Narrative records as related to juvenile data, in which case the Narrative record can have a separate and distinct list of users authorized to view the Narrative. | Y |
| 8 | The system shall allow the user to associate multiple digital images, documents, or other objects with each Juvenile Detention record (as described in separately documented specifications for the Images function). The actual number of images, documents, or other objects shall be limited only by the hardware, operating system, and/or database platform sting restrictions. | Y |
| 9 | The system shall allow the user to associate multiple Juvenile Detention records with a single case. | Y |
| 10 | The system shall execute a validation process from within the Case module to verify that the detention data from a reportable case conforms to the validation rules imposed by state and federal agencies responsible for setting crime statistic reporting standards. | Y |
| 11 | Each Juvenile Detention record allows for the recording of a detention disposition that uses codes separate from the adult arrest disposition codes. | Y |
| 12 | The system shall allow specially authorized users to expunge a Juvenile Detention record from within the Case module as described in separately documented specifications for the Expunge function. | Y |
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| Area 3 Case Organization | | |
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| No. | Request | |
| 13 | The system shall use authorization records to define which users can view, add, modify, delete, expunge, or print juvenile detention records for each agency/jurisdiction. | Y |
| 14 | The system shall allow uniquely authorized users to view, add, modify, delete, or print charges to any existing Juvenile Detention record from within the Case module. | Y |
| Organization Processing - Section 11 | | |
| 1 | The system shall allow Organization records associated with a case to be viewed, added, modified, deleted, or printed from within the Case module for any active case. | Y |
| 2 | The system shall allow the user to directly link Organization records to other records related exclusively to the organization, including: | Y |
| | a Associated Offense Record(s) and/or involvement | Y |
| | b Associated Person Record(s) | Y |
| | c Associated Adult Arrest or Juvenile Detention Record(s) | Y |
| | d Associated Vehicle Record(s) | Y |
| | e Associated Property Record(s) | Y |
| | f Associated Drug Record(s) | Y |
| | g Associated Evidence Record(s) | Y |
| | h Associated Interview Record(s) | Y |
| 3 | The system shall align data captured with an Organization record with data included in the Master Organization Index (MOI) or equivalent. The system shall also map data captured with an Organization record to data included in the Master Organization Index (MOI) or equivalent. | Y |
| 4 | Subsequent queries of the MOI or equivalent shall identify any matching Case records. | Y |
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| Area 3 Case Organization | | |
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| No. | Request | |
| 5 | The system shall allow the user to query the MOI or equivalent from within the Case module when entering names and apply or import any additional data from a known person to the Case record without reentering the same additional data. | Y |
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| 6 | The system shall include facilities to enable the System Administrator to expose additional fields for data collection beyond those provided with the vendor's baseline Organization form. | Y |
| 7 | The system shall allow the user to associate multiple narratives with each Organization record. | Y |
| 8 | The system shall allow the user to associate multiple digital images, documents, or other objects with each Organization record (as described in separately documented specifications for the Images function). The actual number of images, documents, or other objects shall be limited only by the hardware, operating system, and/or database platform, using restrictions. | Y |
| 9 | The system shall allow the user to associate a multiple Organization records with a single case. | Y |
| 10 | The system shall use authorization records to define which users can view, add, modify, delete, or print Organization records for each agency/jurisdiction. | Y |
| Vehicle Processing - Section 12 | | |
| 1 | The system shall allow Vehicle records associated with a case to be viewed, added, modified, deleted, or printed from within the Case module for any active case. | Y |
| 2 | The system shall allow each case to contain distinct Vehicle records and/or Vehicle records that are subordinate to the Incident, Offense, Adult Arrestee and/or Juvenile Detention record(s). | Y |

| Area 3 Case Organization | | |
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| No. | Request | |
| 3 | The system shall allow the user to directly link a Vehicle record to other records related to the case, including: | Y |
| | a) Associated Offense Record(s) | Y |
| | b) Associated Person Record(s) | Y |
| | c) Associated Adult Arrest or Juvenile Detention Record(s) | Y |
| | d) Associated Organization Record(s) | Y |
| | e) Associated Property Record(s) | Y |
| | f) Associated Drug Record(s) | Y |
| | g) Associated Evidence Record(s) | Y |
| | h) Associated Interview Record(s) | Y |
| 4 | The system shall align data captured with a Vehicle record with the data included in the Master Vehicle Index (MVI) or equivalent. The system shall also map data captured with a Vehicle record to the data included in the Master Vehicle Index (MVI) or equivalent. When the user enters or edits a Vehicle record, the system shall automatically query the Master Vehicle Index (MVI) or equivalent from within the Case module and provide a warning of any active records, enabling the user to easily apply or import any additional data from a known vehicle to the Case record without reentering the same additional data. | Y |
| 5 | The system shall add each vehicle entered as an element of a case to the MVI or equivalent. | Y |
| 6 | Subsequent queries of the MVI or equivalent shall identify any matching Case records. | Y |
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| Area 3 Case Organization | | |
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| No. | Request | |
| 8 | The system shall include facilities to enable the System Administrator to expose additional fields for data collection beyond those provided with the vendor's baseline Vehicle form. | Y |
| 9 | The system shall allow the user to associate multiple narratives with each Vehicle record. | Y |
| 10 | The system shall allow the user to associate multiple digital images, documents, or other objects with each Vehicle record (as described in separately documented specifications for the Images function). The actual number of images, documents, or other objects shall be limited only by the hardware, operating system, and/or database platform using restrictions. | Y |
| 11 | The system shall allow the user to associate multiple Vehicle records with a single case. | Y |
| Property Processing - Section 13 | | |
| 1 | The system shall allow Property records associated with a case to be viewed, added, modified, deleted, or printed from within the Case module for any active case. | Y |
| 2 | The system shall allow each case to contain distinct Property records and/or Property records that are subordinate to the Incident, Adult Arrestee and/or Juvenile Detention record(s). | Y |
| 3 | The system shall allow the user to directly link a Property record to other records related to the case, including: | Y |
| | a) Associated Offense Record(s) | Y |
| | b) Associated Person Record(s) | Y |
| | c) Associated Adult Arrest or Juvenile Detention Record(s) | Y |

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| | d) Associated Organization Record(s) | Y |
| | e) Associated Vehicle Record(s) | Y |
| | f) Associated Drug Record(s) | Y |
| | g) Associated Evidence Record(s) | Y |
| | h) Associated Interview Record(s) | Y |

| Area 3 Case Organization | | No. |
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| 4 | The system shall align the data captured with a Property record to the data included in the Master property Index (MPI) or equivalent. The system shall also map the data captured with a Property record to the data included in the Master property Index (MPI) or equivalent. | Y |
| 5 | When the user enters or edits a Property record, the system shall automatically query the MPI or equivalent from within the Case module and provide a warning of any active records, enabling the user to easily apply or import any additional data from a known property to the Case record without reentering the same additional data. | Y |
| 6 | The system shall allow the user to query the MPI or equivalent from within the Case module when entering articles of property and apply or import any additional data from a known article to the Case record without reentering the same additional data. | Y |
| 7 | The system shall add each article of property entered as an element of a case to the MPI or equivalent. | Y |
| 8 | Subsequent queries of the MPI or equivalent shall identify any matching Case records. | Y |
| 9 | The system shall include facilities to enable the System Administrator to expose additional fields for data collection beyond those provided with the vendor's baseline Property form. | Y |
| 10 | The system shall allow the user to associate multiple narratives with each Property record. | Y |

| Area 3 Case Organization | | No. |
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| 11 | The system shall allow the user to associate multiple digital images, documents, or other objects with each Property record (as described in separately documented specifications for the Images function). The actual number of images, documents, or other objects shall be limited only by the hardware, operating system, and/or database platform sitting restrictions. | Y |
| 12 | The system shall allow the user to associate multiple Property records with a single case. | Y |
| 13 | The system shall use authorization records to define which users can view, add, modify, delete, or print Property records for each agency/jurisdiction. | Y |
| Drug Processing - Section 14 | | |
| 1 | The system shall allow Drug records associated with a case to be viewed, added, modified, deleted, or printed from within the Case module for any active case. | Y |
| 2 | The system shall allow each case to contain distinct Drug records and/or Drug records that are subordinate to the Incident, Adult Arrestee and/or Juvenile Detention record(s). | Y |
| 3 | The system shall allow the user to directly link a Drug record to other records related to the case, including: | Y |
| | a) Associated Offense Record(s) | Y |
| | b) Associated Adult Arrest or Juvenile Detention Record(s) | Y |
| | c) Associated Organization Record(s) | Y |
| | d) Associated Vehicle Record(s) | Y |
| | e) Associated Property Record(s) | Y |
| | f) Associated Evidence Record(s) | Y |
| | g) Associated Interview Record(s) | Y |

| Area 3 Case Organization | | No. |
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| | Request | |
| 4 | The system shall include Drug records with fields for capturing data unique to documenting information about illegal or illicit drugs associated to a case including: | Y |
| | a) Drug Type (value as defined by each agency/jurisdiction) | Y |
| | b) Drug Name (value as defined by each agency/jurisdiction) | Y |

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| | c) Drug Status (value as defined by each agency/jurisdiction) | Y |
| | d) Drug Measure (value as defined by each agency/jurisdiction) | Y |
| | e) Drug Quantity | Y |
| | f) Drug Involvement (buying, cultivating, distributing, exporting, child care, operating, possessing, transporting and/or using) | Y |
| 5 | The system shall include facilities to enable the System Administrator to expose additional fields for data collection beyond those provided with the vendor's baseline Drug form. | Y |
| 6 | The system shall allow the user to associate a multiple narratives with each Drug record. | Y |
| 7 | The system shall allow the user to associate multiple digital images, documents, or other objects with each Drug record (as described in separately documented specifications for the Images function). The actual number of images, documents, or other objects shall be limited only by the hardware, operating system, and/or database platform sizing restrictions. | Y |
| 8 | The system shall allow the user to associate multiple Drug records with a single case. | Y |
| 9 | The system shall use authorization records to define which users can view, add, modify, delete, or print Drug records for each agency/jurisdiction. | Y |

Evidence Processing - Section 15

| Area 3 Case Organization | | |
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| No. | | |
| 1 | The system shall allow Evidence records associated with a case to be viewed, added, modified, deleted, or printed from within the Case module for any active case. | Y |
| 2 | Evidence records are for items confiscated or recovered that do not fit into any of the other physical case entity categories (e.g., vehicles, property, etc.). | Y |
| 3 | The system shall support all functionality described in separately documented specifications for the Evidence module from within the Case module. | Y |
| 4 | Each case can contain distinct Evidence records and/or Evidence records that are subordinate to the Incident, Adult Arrestee and/or Juvenile Detention record(s). | Y |
| 5 | The system shall allow the user to directly link an Evidence record to other records related to the case, including: | Y |
| | a) Associated Offense Record(s) and/or Involvement | Y |
| | b) Associated Person Record(s) | Y |
| | c) Associated Adult Arrest or Juvenile Detention Record(s) | Y |
| | d) Associated Organization Record(s) | Y |
| | e) Associated Vehicle Record(s) | Y |
| | f) Associated Drug Record(s) | Y |
| | g) Associated Evidence Record(s) | Y |
| | h) Associated Interview Record(s) | Y |
| 6 | The system shall include facilities to enable the System Administrator to expose additional fields for data collection beyond those provided with the vendor's baseline Evidence form. | Y |
| 7 | The system shall allow the user to associate multiple narratives with each Evidence record. | Y |

Area 3 Case Organization

| No. | | |
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| 8 | The system shall allow the user to associate multiple digital images, documents, or other objects with each Evidence record (as described in separately documented specifications for the Images function). The actual number of images, documents, or other objects shall be limited only by the hardware, operating system, and/or database platform sizing restrictions. | Y |
| 9 | The system shall allow the user to associate multiple Evidence records with a single case. | Y |
| Interview Processing - Section 16 | | |
| 1 | The system shall allow interview records associated with a case to be viewed, added, modified, deleted, or printed from within the Case Management module for any active case. | Y |
| 2 | The system shall allow each Case Management record to contain interview records. | Y |
| 3 | The system shall allow an investigation interview form to be accessed from within the Case Management module to document interviews conducted during the investigation process, including: | Y |
| | a) Person(s) Being Interviewed | Y |
| | b) Interviewee Involvement (value as defined by each agency/jurisdiction) | Y |